

February 9, 2021

Care N' Care SNF and HH Prior Authorizations

Care N' Care is extending the temporary suspension of prior authorization requirements for in-network Skilled Nursing Facilities (SNFs) as well as our tier 1 home health providers for our Care N' Care members through Feb. 28, 2021. The temporary suspensions are effective from **Dec. 18, 2020 through Feb. 28, 2021.** (They were previously set to end on Jan. 31, 2021.)

Care N' Care has compiled a [list of home health agencies](#) that meet our quality-of-care expectations. These agencies meet high standards for quality, efficiency, and appropriateness of care.

- Medical necessity for post-acute levels of care must be met for members **prior** to discharge to a skilled nursing facility/home health agency. If your staff needs assistance identifying medical necessity, we are available to help guide them through their analysis and determination as to whether medical necessity criteria has been met for the contemplated post-acute care episode.
 1. You must provide notification of admission within 48 hours from the date and time of admission and include clinical documentation to support medical necessity as well as the prior authorization form. Authorizations will not go back beyond 48 hours.
 2. We will be completing our own medical necessity review upon receipt of notification of their admission, timely clinical documentation is required.
- ALL Care N' Care members at EVERY level of care will require continued stay reviews. Please ensure that discharge planning is initiated at admission and is coordinated with one of our nurse reviewers.
 1. SNF facilities are required to submit initial clinical documentation on day four (4) and every seven (7) days thereafter. Notices of Medicare Non-Coverage (NOMNCs) will be issued for members who are appropriate to discharge home.
 2. Home health agencies are required to submit clinical documentation and a request for authorization for all services within a 14-day period from the time of admission.

Quality care, patient safety and appropriateness of care are paramount to Care N' Care and we must adhere to these principles even during the current unprecedented demands. Our patients and our community depend on us. As part of our continuity of care, we know you share our unwavering commitment to high levels of ethics and compliance. We must maintain a vigilant watch for any suspected fraud, waste, or abuse. Any suspected activity will be reported to the member's health plan, as well as Medicare. We want to thank all of you for being diligent during this very challenging time.

Again, we thank you for your partnership. If you have any questions, please contact:

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[Home Health Agencies](#)



Have Questions? Contact your Provider Concierge:
817-687-4004 | providerconcierge@cnchealthplan.com



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