



An important message regarding Humana's COVID-19 response: ADMINISTRATIVE UPDATE Nov. 25, 2020

Like you, we are concerned with the unprecedented surge of COVID-19 cases in Missouri. We strive to understand the unique challenges different states face and determine how we can help.

In response, Humana is **suspending authorization requirements for skilled nursing facilities (SNFs) and long-term acute care (LTAC) for Medicare Advantage and commercial members** for the entire state of Missouri through **Dec. 31, 2020**. NaviHealth will continue to work with SNF facility-based teams on concurrent review for length of stay and appropriate level of care, including discharge planning.

Please provide notification of admission within 24 hours to allow us to track our members' progress and provide assistance with discharge planning. You will receive an approval when you submit the notification. This suspension applies to participating/in-network providers only.

Important details:

- Authorization suspension, as outlined herein, will continue through **Dec. 31, 2020**.
- This suspension applies to participating/in-network providers only.
- Please provide notification of admission within 24 hours to allow us to track our members' progress. You will receive an approval when you submit the notification.
- All other services requiring prior authorization are not included in this suspension.

We are here to support you as you care for your Humana-covered patients, particularly during this difficult time. Humana leaders will continue to monitor service volumes as well as the progression of the COVID-19 curve and recovery. We will update you on policies and processes that affect your practices and organizations as this crisis evolves.

If you have any questions about these new procedures, please contact your Humana representative.