



PROVIDER ALERT
Extension for Authorization Entry
August 27, 2020

In July, we communicated to providers that the period to enter authorizations backdated to July 1, 2020, would end on August 31, 2020.

This period is now extended to December 31, 2020.

Please note that:

- Providers continue to assume the risk that an authorization entered after the date of service may be denied because of medical necessity, or ineligibility.
- Claims will not pay until an approved authorization is on file. It is recommended that providers not attempt to submit a claim until the authorization has been granted.
- This is the final extension of retroactive authorizations. Beginning January 1, 2021 authorizations must be submitted prior to service, with a maximum retro authorization period of 14 days.

For acute levels of care, the standard authorization timeframes continue to apply.

If you have questions or concerns about the information contained in this alert, please contact customer service at 1-800-888-1965.

Thank you,

Optum Maryland Team