



RE: Important Updates from Health Services

We would like to inform you of several significant changes that will be implemented in the upcoming weeks. These updates are crucial to ensure compliance and enhance the quality of our service delivery. Please review the following changes carefully and prepare for the mandated effective date of January 1, 2026. We will begin implementing these changes internally to prepare for the transition on **December 1, 2025**.

CMS Pre-Certification Processing Timeframe:

The Centers for Medicare & Medicaid Services (CMS) has updated its policy regarding the period allowed for processing standard pre-certification requests. Effective January 1, 2026, the new timeframe for processing these requests will be reduced to **7 calendar days from the date of submission**. To comply with this new timeframe and to ensure our ability to meet the requirements, it is crucial that all pre-certification requests submitted are complete. This includes attaching all necessary documentation, such as detailed medical orders, comprehensive medical notes, and any supporting diagnostic or other test results. These components are essential for expediting the review and approval process. Adhering to these guidelines not only ensures compliance with CMS regulations but also directly contributes to our ability to provide timely and effective care for our members. Please review your current procedures for submitting pre-certification requests and make any necessary adjustments to ensure all required documents are included with your initial submission. Training sessions or resource materials are available upon request to assist your team in meeting these new standards.

*For expedited requests, please confirm that the service or item is required within a **72-hour** timeframe; otherwise, submit the request as standard.

Submission of Pre-Certification Requests:

Our provider portal offers a streamlined and secure way to submit prior authorization requests electronically. Using the portal can help reduce processing time, prevent incomplete submissions, and allow you to check status updates in real time. While portal use is not required, we encourage you to submit requests through the portal whenever possible.

Please verify that you have active access to the portal and are familiar with the process of entering authorizations. If your staff need assistance with accessing the portal or entering information, we are here to help. Contact us for guidance, training, or any technical issues you may encounter.

Contact Information Updates:

If there have been any changes to your contact information, including phone or fax numbers, please notify the plan to ensure our records are current and accurate.

Providers are reminded to update the point of contact for pre-certification requests to facilitate communication.

We appreciate your attention to these important updates and your cooperation in implementing the necessary changes. For answers to other questions, contact Provider Services at (877) 207-4900 or your provider representative.

Thank you for your continued dedication and partnership.