



MEMORANDUM

TO: Valued STAR and CHIP Providers

FROM: El Paso Health

DATE: May 4, 2020

RE: COVID – 19 _ Prior Authorization Requests Extended

In response to COVID-19, El Paso Health is issuing a 90-day extension for previously approved acute care authorizations with an end date between March 1, 2020 and May 31, 2020 to ensure continuity of care.

Providers may request to amend a current authorization by providing El Paso Health with the last certification approval letter indicating this is a 90-day extension request. No additional documentation will be required. Please assure you submit the member information and current authorization number.

Requests for new authorizations will be processed according to current guidelines and will not be subject to the 90-day extension at this time.

Authorization requests may be faxed to 915-298-7866 or toll free to 1-844-298-7866. You may also contact the El Paso Health Utilization Management Department at 915-532-3778 ext, 1500.

Please contact our Member Services Department at 915-532-3778 for any questions regarding this information.

El Paso Health will provide updates as new information is received.

Resources:

TMHP : Prior Authorization Requests Extended Due to COVID-19 Public Health Emergency

http://www.tmhp.com/News_Items/2020/04-April/04-09-20%20Update%20to%20%E2%80%98Prior%20Authorization%20Requests%20Extended%20Due%20to%20COVID-19%20Public%20Health%20Emergency%E2%80%99.pdf