

# MEMORANDUM



**El Paso Health**  
HEALTH PLANS FOR EL PASOANS. BY EL PASOANS.

☒ STAR ☒ CHIP ☒ STAR+PLUS

TO:  
FROM:  
DATE:  
RE:

Valued Providers

El Paso Health

09/03/2025

**Prior Authorizations Extended Due to 2025 Flooding**

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EPH will accept an amend request to an existing authorization impacted by the 2025 Texas flooding via fax or verbal request and will extend the PA request and override the 90-day extension as appropriate. This will apply only at the request of members or providers impacted by the 2025 Texas flooding.

The extended authorizations must contain the same proportional amount and frequency as authorized in the original authorization. This extension does not apply to current authorizations for one-time services, pharmacy PAs, or nursing facility services. For example, a single nonemergency ambulance trip would not be extended, but a recurring non-emergency ambulance authorization for dialysis would be extended. Requests for new PAs will not be subject to the 90-day extension.

This extension applies to all state plan services requiring recertification, including acute care and long-term services and supports such as personal assistance services, personal care services, Community First Choice, private duty nursing, physical, occupational and speech therapies, and day activity and health services.

If you have any questions regarding this communication please contact our Provider Relations team at 915-532-3778 or email us at [ProviderRelationsDG@elpasohealth.com](mailto:ProviderRelationsDG@elpasohealth.com)

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