



An important message regarding
Humana's COVID-19 response:
ADMINISTRATIVE UPDATE
Sept. 15, 2021

As we continue to monitor the status of COVID-19 cases and review procedure data, Humana is implementing changes to authorization requirements in the following states:

- Illinois – Clinton, Jersey, Madison, Monroe and St. Claire counties
- Missouri

Humana is reinstating authorization requirements for the Medicare Advantage and commercial lines of business for skilled nursing facilities (SNFs) with a date of service on or after Sept. 20, 2021.

- a. This return to our standard authorization policy applies to participating/in-network and non-participating/out-of-network providers.
- b. You will need to submit supporting documentation for your authorization and can expect responses to be provided in normal processing timeframes; please plan accordingly.

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.