



An important message regarding  
Humana's COVID-19 response:  
**ADMINISTRATIVE UPDATE**  
Nov. 10, 2021

We know you have been working tirelessly to battle COVID-19, and hope to see an end to the pandemic soon. Given the recent rise in infection rates, we must continue to remain vigilant and take necessary precautions for the safety of our community. We are here to help support our providers and will continue to monitor the situation in Arizona and determine how we can help.

In response, Humana is **suspending authorization requirements for skilled nursing facilities (SNFs) and long-term acute care (LTAC) for Medicare Advantage and commercial fully insured members discharging from hospitals in the state of Arizona through Nov. 28, 2021. NaviHealth will continue to work with SNF facility-based teams on concurrent review for length of stay and appropriate level of care, including discharge planning.**

Please provide notification of admission within 24 hours to allow us to track our members' progress and provide assistance with discharge planning. You will receive an approval when you submit the notification. This suspension applies to participating/in-network providers only.

**Important details:**

- Authorization suspension, as outlined herein, will continue through Nov. 28, 2021.
- This suspension applies to participating/in-network providers only.
- Please provide notification of admission within 24 hours to allow us to track our members' progress. You will receive an approval when you submit the notification.
- No other services requiring prior authorization are included in this suspension.

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.