



An important message regarding
Humana's COVID-19 response:
ADMINISTRATIVE UPDATE
Feb. 23, 2022

As we continue to monitor the status of COVID-19 cases and review procedure data, Humana is implementing changes to authorization requirements in the state of North Carolina.

Humana is reinstating authorization requirements for skilled nursing facilities (SNFs) for Medicare Advantage and commercial fully insured members discharging from hospitals in the state of North Carolina for dates of service on or after Feb. 28, 2022.

Humana is also reinstating authorization requirements for inpatient rehabilitation facilities (IRFs), long-term acute care (LTAC) and home health for Medicare Advantage and commercial fully insured members for facilities in Beaufort, Bertie, Chowan, Dare, Duplin, Edgecombe, Halifax, Hertford, Martin, Northampton and Pitt counties in the state of North Carolina for dates of service on or after Feb. 28, 2022.

- a. This return to our standard authorization policy applies to participating/in-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. 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.