

Dear Provider,

AgeWell New York recognizes the importance of putting patients first. We would like to thank you for your commitment to the health and safety of our members and would like to work with you to ensure health care is delivered more efficiently.

AgeWell New York will be taking the following steps to reduce administrative efforts and allow members to receive important and necessary medical care during the COVID-19 Public Health Emergency. AgeWell New York continues to monitor federal and state guidelines to ensure ongoing access to care and will be updating our actions according to the latest guidelines. Please check our website for the latest updates at www.agewellnewyork.com/COVID-19.

Both In-network and Out-of-network providers will be covered during the COVID-19 Health Emergency.

Hospitalizations

- Prior authorization for Inpatient Hospital and Inpatient Mental Health admissions will be waived for 90 days effective March 20, 2020. Concurrent review will be suspended during this time if a prior authorization is submitted. Initial review documentation will still be requested.

Home Care

- Initial post-discharge Skilled Nurse and Physical Therapy Home Care visit authorizations will be waived for 90 days effective March 20, 2020.
- Ongoing skilled care and HHA will require prior authorizations.

Rehab & Nursing Home

- Prior authorization for Inpatient Rehab or Skilled Nursing Facility (SNF) admission will be waived for 90 days effective March 20, 2020. The 3-day inpatient stay prior to SNF admission requirement will also be waived. Continued stay reviews will be suspended during this time. Initial review documentation will still be requested.

Primary Care and Specialist Visits

- Telehealth visits will be covered at \$0 out of pocket cost to members and no prior authorization will be required.
- COVID-19 testing will be covered at \$0 out of pocket cost to members and no prior authorization will be required.
- Providers should not charge members cost-sharing for covered services. Providers should follow coordination of benefits guidelines, and bill Medicaid as appropriate for cost sharing.

Prescription Drugs

- AgeWell New York has relaxed the "Refill too Soon" edit to allow members obtain the maximum extended day supply available under the plan.
- Will allow reimbursement for prescriptions obtained from out of network pharmacies, including out of state.
- Mail Order pharmacy service through EnvisionMail <https://envisionpharmacies.com/> or 866-909-5170

Non-Emergent Ambulance Transportation

- Prior Authorization will be waived for Non-Emergent Ambulance trips and corresponding mileage effective 4/14/2020 through 5/31/2020.