

Dear Provider,

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

In response to the increased rates of COVID-19 in our service area we have expanded the following prior authorization rules to reduce administrative efforts and allow members to receive important and necessary medical care during the 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](http://www.agewellnewyork.com/COVID-19).

#### **Hospitalizations**

- Prior authorization for Inpatient Hospital and Inpatient Mental Health admissions will be waived effective December 21, 2020 through April 30, 2021.

#### **Home Care**

- Initial post-discharge Skilled Nurse and Physical Therapy Home Care visit authorizations will be waived effective December 21, 2020 through April 30, 2021.
- Ongoing skilled care and HHA will require prior authorizations.

#### **Primary Care and Specialist Visits**

- Telehealth visits will be covered according to the 2021 offered benefits for PCP, Specialist, Outpatient Mental Health, Outpatient Psychiatric and Substance Abuse Services. Prior authorization will not be required.
- COVID-19 testing will be covered at \$0 out of pocket cost to members and no prior authorization will be required.

#### **Non-Emergent Ambulance Transportation**

- Prior Authorization will be waived for Non-Emergent Ambulance trips and corresponding mileage effective December 21, 2020 through April 30, 2021

#### **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 Elixir Pharmacies <https://www.elixirsolutions.com/> or 866-909-5170.