

## COVID-19 Update Temporary Changes Made for Certain Medical Record Requests Extended through May 31

As part of our normal claim adjudication process, we occasionally request medical records and other medical documentation. Recognizing the need for the entire health care community to work together during the coronavirus disease (COVID-19) pandemic, we're implementing some changes. We'll temporarily suspend some of the medical record requests for our commercial fully insured and Affordable Care Act (ACA) lines of business. These changes do not apply to our Medicare Advantage plans.

### **May 1 Update: We've extended suspensions of some prepay edits through May 31, 2020.**

This suspension will be in effect through **May 31, 2020**. In addition, we're retroactively suspending certain requests for medical records for the past 60 days. We'll reprocess qualifying claims and release for payment if we previously requested records retroactively through February 1, 2020.

Please note that this does not apply to prior authorization requirements. Any changes to prior authorization requirements will be communicated separately.

### **Here are details of these changes:**

#### **Certain Prepay Edits Suspended as of April 1, 2020**

We're relaxing some of the requirements for additional documentation. Effective April 1 through **May 31, 2020**, we will temporarily suspend medical record requests for inpatient and outpatient claims that have an estimated allowance less than \$500,000.

#### **Contested/Denied Claims from Previous 60 Days to be Paid**

For any claims within the past 60 days for which we previously requested medical records, and for which we have not yet received the additional documentation requested, we'll adjust and process those claims for payment.

Because it's important that claims process correctly according to member and provider contracts, other edits may continue to apply to claims during this timeframe.