

COVID-19 Update Temporary Changes Made for Certain Medical Record Requests Extended through June 30

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 are implementing some changes. We will 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.

Update: We have extended suspensions of some prepay edits through June 30, 2020. We will return to normal business processes July 1, 2020.

This suspension will be in effect through **June 30, 2020**. In addition, we are retroactively suspending certain requests for medical records since **April 1, 2020**. We will 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 are relaxing some of the requirements for additional documentation. Effective April 1 through **June 30, 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

For any claims from February 1 through March 31 that we previously requested medical records, and for which we have not yet received the additional documentation requested by April 1, we have adjusted and processed those claims for payment.

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