

Provider Memorandum

Important Notice Regarding Prior Authorizations

NextLevel Health through its continual review of services that require prior approval by the Plan prior to service delivery noticed inconsistencies in our written documentation and verbal communication to our Network Providers. As a result, we will reprocess specific LTC claims denied for no authorization on file billed between June 1, 2018 and October 30, 2018. In the event you have submitted an LTC claim for reimbursement prior to October 30, 2018 and the claim was denied for no authorization, NextLevel will reprocess this claim and pay according to your contracted rate or Illinois HFS Fee Schedule for non-contracted providers.

Effective no rafter November 1, 2018, billing for LTC Skilled Care Services will continue to be edited for Prior Authorization. This service will be denied for no authorization if not evidenced on your claim submission. NLH will make all attempts to provide the most current authorization and coding updates. Please note that authorization does not guarantee payment. Payment of claims is dependent on eligibility, covered benefits, provider contracts, correct coding and billing practices. For specific details, please refer to the NLH [Provider Manual](#) or contact your provider service representative at providerRep.Webex@nlhpartners.com if you are uncertain if prior authorization is needed.

Please review the information below and adhere to these requirements when providing such services.

| Services Requiring Prior Authorization ALL Providers | Services conducted by Non-Contracted Providers |
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| Inpatient Admissions: <ul style="list-style-type: none"> • Acute Admissions • Long-Term Acute Care Hospitals (LTACH) • Skilled Nursing Facilities (SNF) • Acute Rehab • Custodial | All services performed by a NON-contracted provider will require a prior authorization. |

We appreciate your continued participation in NextLevel Health's network of valued providers. Please contact your Provider Service Representative if you have any questions or you may contact the Provider Services Department at 833-275-6547 or via email at providerRep.Webex@nlhpartners.com.

Sincerely,

Theodore W. Dixon III
Vice President of Provider Network Services