

May 10, 2019

Provider Memorandum

Custodial Care Prior Authorization Relax

Dear LTC Providers,

NextLevel Health strives to maintain strong provider partnerships through claims education. Effective June 1, 2019, NLH will be eliminating the prior authorization requirements for all Custodial Care Long-Term Care services. NLH wants to eliminate any administrative hassles for our contracted long-term care providers participating in our network.

If you are uncertain if prior authorization is needed, please use the prior-authorization look-up tool at <https://www.ilnextlevelhealth.com/>

The Illinois Department of Healthcare and Family Services (HFS) is currently reviewing the payment system related to the Patient Credit File (PCF) for LTC facilities. If there are any future changes mandated by HFS, NextLevel Health will comply with those changes.

If you have further questions or concerns, please contact Provider Services at 833-ASK NLHP (833-275-6547) or provider.services@nlhpartners.com

Respectfully,

Provider Network Services Team