

July 22<sup>nd</sup>, 2019

# Provider Memorandum

## Custodial Care Prior Authorization Relax Update

Provider Type: 28, 29, 33 are impacted by authorization relax  
Provider Type 30, 31 or 32 are not impacted and still require auth.

### Dear Long Term Care Providers:

NextLevel Health wants to thank you for continuing to be apart of our Provider Network. In addition, to delivering quality care to our members.

Next Level Health (NLH), is fully committed to improving payment quality and enhancing the overall Long Term Care (LTC) provider claims process.

In complying with the Illinois Department of Healthcare and Family Services (HFS), guidance to relax authorization on all custodial services, NLH updated their system with the effective date of June 1, 2019. However, in doing this we neglected to include all the required codes and as a result, some claims continue to deny for requiring authorization.

NLH has submitted the appropriate system updates which is forecasted to be in production on or about August 30, 2019.

If you are uncertain what codes will require authorization, please use the prior-authorization look-up tool at <https://www.ilnextlevelhealth.com/>  
NLH will identify all impacted claims received and reprocess the claims no later than October 15, 2019, based on normal claims processing rules.

If you should have any further questions and/or concerns, please call 833-ASK-NLHP (833-275-6547) or please feel free to email [provider.services@nlhpartners.com](mailto:provider.services@nlhpartners.com).

*Respectfully,*  
*NextLevel Health Provider Network Services Team*