

March 9, 2020

Provider Memorandum

RE: Custodial Care Prior Authorization Relax Update – System Configuration Issue Identified

Provider Type: 28, 29, 33 are impacted by authorization relax – Long Term Providers

NextLevel Health would like to thank you for continuing to be a part of our Provider Network and delivering quality care to our Members.

Following the Illinois Department of Healthcare and Family Services (HFS) guidance to relax authorization on all custodial services, NextLevel Health updated its system with the effective date of June 1, 2019.

Recently, NextLevel Health discovered a new system configuration error that has caused some custodial claims to incorrectly deny for prior authorizations. We have implemented the below actions to correct the issue:

- Claims received **after June 1, 2019**, that received custodial authorization denials have been identified and reprocessed.
- NextLevel Health will identify any remaining impacted claims received and will reprocess the claims **no later than April 30, 2020**, based on normal claims processing rules.

If you are uncertain what codes will require authorization, please use the prior-authorization look-up tool at <https://www.ilnextlevelhealth.com/>.

Please contact your Provider Service Representative if you have any questions. You may also contact the Provider Services Department at 833-275-6547 or via email at Provider.Services@NextLevelHealthIL.com.