



APRIL 2020

COVID-19 TRANSPORTATION PRIOR AUTH TEMPORARY CHANGES

In response to the COVID-19 Pandemic and the recommendations by Illinois Department of Healthcare and Family Services (HFS), CountyCare will honor temporary changes to the prior approval for Transportation effective 3/01/2020 until the termination date of the public health emergency. The Department will implement the following changes:

- The HFS 2270, Physician Certification Statement (PCS) form will not be required for prior approvals or claims.
- Participant signature requirements on trip tickets or to validate trips is not required.
- Transportation to and from alternative destinations for medical care (i.e., transports to and from a tent triage or stadium/convention center converted to a medical center).

Prior approval will still be required for non-emergency transportation. These changes are temporary to control issues that may arise with our participant population due to the outbreak of COVID-19. Other potential changes may be implemented at the Administration's directive. Providers are strongly encouraged to subscribe to Illinois Department of Healthcare and Family Services email notifications to be informed when new information is posted.

The CountyCare Coronavirus Task Force is actively monitoring the rapidly evolving coronavirus outbreak, including guidance from trusted sources of clinical information such as the Centers for Disease Control (CDC) and World Health Organization (WHO). Throughout the duration of this public health emergency CountyCare will make additional changes, as needed, to the prior authorization process.