



Provider Notice

January 19, 2023

UM Extension Requests for Prior Authorizations

As CountyCare continues to strive for ways to streamline and improve operations, we have discovered that many prior authorization extension requests are inadvertently submitted as Elective/Routine instead of Extension to Authorization. Once an approval has been rendered, please submit requests for additional units/visits as an Extension to Authorization. Selecting the extension box within the service is section of the prior authorization form and including the approved authorization number allows for efficient processing of the request. Failure to select the Extension to Authorization box and indicating the authorization number can result in processing delays.

Instructions for submitting an extension request:

- All details from the previous approval must be the same such as: servicing provider and/or facility, diagnosis, and codes (CPT or HCPCS)
- On the prior authorization request form, check the Extension to Authorization box to indicate you are requesting an extension to a current approved authorization
 - Include the current authorization number on the line
- Note, you are not required to select a priority unless the request meets the parameters of an urgent request. *For more information related to urgent requests view the April 22, 2022, provider notice titled Urgent UM Request Process Change.*

*Service is: Elective/ Routine
 Expedited/ Urgent Select Expedited/Urgent to prevent serious deterioration in health or ability to regain maximum function.
 Extension to Authorization _____
 Continuity of Care

Include the approved authorization number on the line shown above

If you are not using our provider portal, we encourage you to use the Provider Portal when submitting authorizations or extensions. By using the portal, you can get a quicker response to your request. You can find the portal link [here](#). If you need additional assistance on how to use the portal, please contact CountyCare Provider Services at ProviderServices@countycare.com or your Provider Relations Representative.

Contact us

Thank you for working with us to ensure that CountyCare members receive quality care at the right time and in the right setting. If you have any questions or would like additional information, please contact CountyCare Provider Services at ProviderServices@countycare.com or your Provider Relations Representative