



March 14, 2025

Dear Valued Home Health Provider,

Thank you for your continued dedication to providing high quality services to the members we serve together!

Effective May 16, 2025, Carelon Medical Benefits Management will be introducing a standardized 30-day review period for all home health authorizations, designed to bring greater consistency and efficiency to the authorization process. While the CMS 30-day payment period applies only for episodically paid providers, this initiative applies to all providers to ensure uniformity across the board. This will enhance operational efficiency and improve the provider experience by creating clearer, more predictable authorization cycles.

We recognize the potential for increased administrative tasks and aim to support providers through this transition with clear communication and resources to minimize any disruption. By standardizing the review process, this initiative is poised to meet future CMS requirements, including a shift to a 7-day turnaround time for pre-authorization in 2026. Our commitment is to ensure that these changes help providers deliver the right care at the right time, reducing unnecessary administrative burdens while safeguarding against claims inconsistencies, all in pursuit of improved patient outcomes and proactive care management.

How will this impact me as a provider?:

- When requesting initial authorizations in the portal, your authorization request will automatically be assigned to a 30-day date range, instead of a 60-day date range as it does today.
- Approved visits within a review period cannot be moved to another 30-day review period.

Carelon will hold self-paced informational trainings beginning April 18, 2025 to help orient your staff with this new process. On or after April 18th, please visit our website to sign up for a training session at:

<https://providers.carelonmedicalbenefitsmanagement.com/postacute/provider-materials/>

We will continue to email reminders regarding this process change over the next several months to ensure clear, streamlined communication. In the meantime, if you have any questions please contact the Provider Relations team at HHprovider_relations@carelon.com.