



Temporary Extension of Retro Authorization Period for DMEPOS Providers

Dear Provider,

Due to the current NexLync system issues, we recognize that DMEPOS providers may be unable to consistently submit authorization requests. Access to the portal is intermittent, with some services functioning while others remain disrupted. To ensure continuity of care and prevent any administrative impact, Carelon Post Acute Solutions (PAS) will **temporarily extend the retro authorization submission period.**

This extension is intended to give providers adequate time to enter any backlog of requests once the portal is **fully functional.** After the system is fully stabilized, we will evaluate how long the retro period should remain extended, taking into account the volume of delayed submissions.

We will continue to provide updates and will notify you as soon as the portal is fully functional.

Thank you for your patience and partnership.

Sincerely,
Carelon Post Acute Solutions



Carelon Post Acute Solutions

Carelon Website
Provider Portal

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