



## **Temporary Extension of Retro Authorization Period for Home Health Agencies**

Dear Provider,

Due to the current NexLync portal issues, we recognize that providers may be unable to submit authorization requests as usual. 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 agencies adequate time to enter any backlog of requests once the portal is restored. After the system is fully operational, we will evaluate how long the retro period needs to 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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