



## **Important Notice: Temporary Admission Protocol During NexLync Access Disruption**

Dear Provider,

This communication is to inform you that the NexLync portal is currently experiencing a system issue that is resulting in intermittent and inconsistent access. While some services have been restored, others remain disrupted, and providers may be unable to reliably submit authorization requests at this time.

To ensure uninterrupted patient care, please adhere to the following interim process:

- **Proceed with clinically appropriate admissions** to SNF, IRF, or LTACH settings.
- **Retain all clinical documentation** supporting the admission decision.
- **Do not fax or use alternative submission methods** during this period.
- **Carelon PAS will authorize medically necessary days** for all impacted admissions until the portal is fully functional.
- **Submit a concurrent stay request** through the portal once full functionality is restored; our team will then complete the medical necessity review.

Carelon PAS remains committed to ensuring that both providers and members can proceed with appropriate clinical transitions during this period of system disruption. Additional updates will be shared as more information becomes available.

Thank you for your cooperation.

Sincerely,

Carelon Post Acute Solutions



### **Carelon Post Acute Solutions**

Carelon Website  
Provider Portal

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