



MEMORANDUM

TO: Valued Preferred Administrators Providers

FROM: Preferred Administrators

DATE: November 30, 2020

RE: Updated COVID – 19 _ Prior Authorization Requests Extended

In response to COVID-19, Preferred Administrators is issuing a 90-day extension for previously approved acute care authorizations with an end date between March 1, 2020 and December 31, 2020 to ensure continuity of care.

Providers may request to amend a current authorization by providing Preferred Administrators with the last certification approval letter indicating this is a 90-day extension request. No additional documentation will be required. Please assure you submit the member information and current authorization number.

Requests for new authorizations will be processed according to current guidelines and will not be subject to the 90-day extension at this time.

Authorization requests may be faxed to 915-298-7866 or toll free to 1-844-298-7866. You may also contact the Preferred Administrators Utilization Management Department at 915-532-3778 ext. 1500.

Please contact our Member Services Department at 915-532-3778 for any questions regarding this information.

Preferred Administrators will provide updates as new information is received.