



July 7, 2020

Fellow physicians and healthcare professionals,

As you are, we are concerned with the uptick of COVID-19 cases in Bexar, Cameron, Dallas, Harris, Hidalgo, Nueces, Travis and Webb counties in the state of Texas. Our primary goal is to keep patients safe and support you in their care. Since the Governor's executive orders at the end of June, many of you reached out to us with ways we can help you expedite transitions of care and expand capacity to treat. It's been important for us to understand the unique challenges different states face.

In response, Humana is suspending authorization requirements for **Skilled Nursing Facility (SNF)** and **Home Health** for Medicare and fully-insured commercial members in Bexar, Cameron, Dallas, Harris, Hidalgo, Nueces, Travis and Webb counties. Please provide notification of admission within 24 hours to allow us to track our members' progress and provide assistance with discharge planning. You will receive an approval when you submit the notification. This suspension will be in effect through July 31, 2020 and applies to participating, in-network providers only.

**Important details:**

- Authorization suspension will continue through **July 31, 2020**.
- This suspension applies to participating/in-network providers only.
- We will continue to suspend all medical authorizations and referrals for COVID-related diagnoses for both in-network/participating and out-of-network/non-participating providers.
- NaviHealth or myNexus (where applicable for Medicare) will continue doing concurrent review for length of stay and appropriate level of care, including discharge planning for SNF and Home Health.
- Please continue to provide notification of admission within 24 hours to allow us to track our members' progress. You will receive an approval when you submit the notification.
- **All other non-COVID-related services requiring prior authorization per the [pre-authorization list](#) will require prior authorization and are NOT included in the authorization suspension process.**

We are grateful for our partnership with our providers, and local and state governments, particularly during this difficult time. Humana leaders will continue to monitor service volumes as well as the progression of the COVID-19 curve and recovery, and will update you on policies and processes that impact your practices and organizations as this crisis evolves. If you have any questions about these new procedures, please reach out to your Humana representative.

Sincerely,

A handwritten signature in black ink, appearing to read "William Shrank".

William Shrank, M.D., MSHS  
Chief Medical and Corporate Affairs Officer