

Clover Health

NOTICE TO ALL CLOVER Acute Care Hospitals, Skilled Nursing Facilities, and Post Acute Providers.

UTILIZATION MANAGEMENT UPDATE – REVISED 03/29/24

Notice of Post-Acute Care (PAC) Facility Waiver Termination – Effective April 6, 2024

Dear Valued Providers,

For the first three months of this year, Clover instituted a waiver so that providers were not required to obtain prior authorization when transferring a patient from an acute care hospital to a SNF, IRF, or LTACH. The last day of that waiver is 04/05/24. Beginning on 04/06/24, the admission of a patient to a SNF, IRF or LTACH will once again require a prior authorization as it always has in the past. Clover strives to process the vast majority of prior authorization requests within 48 hours of receipt of the needed clinical information.

What This Means for You:

Starting April 6, 2024, you will need to submit a prior authorization request for all member admissions to a PAC facility.

Failure to obtain prior authorization before admitting a member may result in denied claims.

Obtaining Prior Authorization:

Prior authorization requests may be submitted:

- Online via the [Clover Provider Portal](https://cloverhealthprovider.healthtrioconnect.com) (cloverhealthprovider.healthtrioconnect.com)
- Fax: **1-800-308-1107**
- Phone: **1-877-853-8019**

If you have not registered with the new provider portal, we encourage you to do so in advance of April 6, 2024.

We appreciate your cooperation in ensuring our members receive the appropriate level of care.

Thanks for your partnership,

John Caralgus

Provider Network Management & Operations
Clover Health