



TO: General Hospitals

RE: Change in Timeframe for Requesting Authorization for Retroactive Eligibility

The purpose of this bulletin is to clarify the timeframe in which providers can request authorization for a client when they are granted retroactive eligibility. This provider bulletin supersedes the timeframe for retroactive eligibility stated in **PB 2014-33** “Changes in Timeframe for Processing of Retroactive Authorizations-Inpatient Hospital Stays” and **PB 2015-31** “REVISED: Prior Authorization for Medical Inpatient Hospital Stays”. Please note that this bulletin does not change any other guidance or requirements stated in PB 2014-33 or PB 2015-31.

at 1-800-440-5071, Monday through Friday between the hours of 8:00 a.m. and 6:00 p.m.

Effective January 1, 2015 for individuals that were granted eligibility after the time of admission, the provider must submit a request for authorization within the newly established timeframe per Regulation 17b-262-907(c):

*For a member who is not eligible on the date of admission to the hospital and subsequently becomes retroactively eligible to any date included as part of such admission, the provider shall request authorization not later than **thirty calendar** days after eligibility is granted.*

Providers must verify client eligibility for the dates of service through the Secure Web Portal www.ctdssmap.com or the Automated Eligibility Verification System (AEVS). Providers should retain the eligibility verification number once retroactive eligibility for Medicaid has been verified for the dates of service for the inpatient stay. The request for authorization and a copy of the verification of eligibility (VOE) should be submitted to Community Health Network (CHNCT) within thirty (30) days of the granting of eligibility along with clinical information and documentation to substantiate the medical necessity of the admission.

For questions regarding further details of the process for authorization of services for members with retroactive eligibility, please contact CHNCT