



INFORmed newsBRIEF

March 29, 2023

Prior Authorization Updates

Please reach out to the Prior Authorization Department at 1-855-839-1032 or email PAassistants@iCareHealthPlan.org with questions.

Inpatient Concurrent Review for Medical and Behavioral Stays to Begin in March

iCare begins concurrent review of all inpatient medical and behavioral stays Friday, March 31, 2023. A revised Inpatient Authorization Form will be available on the [iCare Prior Authorization web page](#) prior to this date. We ask that you notify us within 24 hours of any inpatient or observation stay and include relevant clinical information (ER notes, admission notes, etc.) with your initial admission request.

Our Inpatient Utilization Management team will respond with a determination and a time frame for submitting further clinical information if additional days are needed.

iCare's Inpatient UM team cannot extend the authorization without clinical documentation supporting the need for continuing inpatient care.

Help spread the word! Please forward this email to others in your organization who need this information.

Additional iCare resources for providers (links to iCare's web site):

- [Provider Main Page \(includes links to Provider Reference Manuals\)](#)
- [Claims Information](#)
- [Provider Portal](#)
- [iCare News](#)



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