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General Subacute Communication to Providers

Hello,

iCare will continue to follow the Centers for Medicare & Medicaid Services (CMS) and the Department of Health Services (DHS) guidelines on Skilled Nursing Facilities, Long Term Acute Care and Inpatient Rehabilitation facilities during the COVID-19 pandemic. It is our top priority to keep our members and providers safe during this time. We do not anticipate any delays in our processing of requests and will continue to work at the same capacity throughout this emergency.

The Prior Authorization Department is instituting the following changes in our standard policies to ease the burden on our providers and our members during this time. We appreciate your cooperation in our continued efforts around the following items:

- Waiving the 3-day qualifying stay for Medicare members in the event that member needs to be moved for viral related circumstances or conditions
- Waiving the need for a 60-day period between benefit periods in situations when care is needed for viral related conditions

***Please note that all stays will still be required to meet medical necessity criteria.

Coverage and guidance from CMS and DHS are rapidly changing to meet the needs of Medicare and Medicaid providers and beneficiaries. iCare is making best efforts to update the information above timely. However, to ensure you are obtaining the most current guidance, we encourage providers to keep abreast of any COVID-19 announcements from CMS ([CMS Current Emergencies General Information & Updates](#)), DHS ([COVID-19: ForwardHealth News and Resources](#)) and the CDC ([Center for Disease Control's Coronavirus webpage](#)).

We encourage providers to check the above links frequently to stay informed.

To keep up to date on the Coronavirus (COVID-19), we encourage you to reference the CMS [Current Emergencies Website](#) and the [Center for Disease Control's Coronavirus webpage](#).

Thank you for your continued service to our members during this challenging time. If you have any additional questions, please email to NetDev@icarehealthplan.org.

The iCare Prior Authorization Team

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