

Referral Authorization Extensions During COVID-19 Emergency

Preferred IPA understands that during the COVID-19 national emergency, our healthcare provider network is making changes to member appointments, such as postponing some in person visits until a time that is appropriate for patients to receive in office care.

Preferred IPA is automatically extending all authorization expiration dates so that our Primary Care, Specialist and Ancillary providers can focus on patient care without extra work to obtain extensions.

Authorizations with expiration dates between 03/15/2020 and 07/15/2020 will be updated in our system automatically to reflect an expiration date of **09/30/2020**.

This means that your office does not have to request an extension to an existing authorization to provide care for members that were not able to be seen during the national COVID-19 health care emergency.

Frequently Asked Questions

1. What do I need to do if my referral authorization expires between 03/15/2020 and 07/15/2020?
No action is needed, Preferred IPA is automatically extending all referrals that expire between 03/15/2020 and 07/15/2020 to a new expiration date of 09/30/2020.
2. Will the claims department request a new referral if the authorization expires before the date our patient receives services?
No, all unused referrals that expire between 03/15/2020 and 07/15/2020 will be accepted for dates of service through 09/30/2020.
3. Will the IPA be automatically approving additional visits or services?
No, providers may request additional visits, procedures or other services through the routine referral process by submitting the request through our Provider Portal or UM fax line.

Preferred IPA monitors the status of the COVID-19 national emergency on a daily basis and will continue to inform our provider network of changes that ease administrative burden on our providers and ensure access to care for our members.

For questions, please contact Provider Relations at 818-265-0800 x562.