

## COVID-19 Communications Update

### Temporary Changes in Prior Authorization/Precertification for Skilled Nursing Facility (SNF) Admissions

*Please check back for any new updates to this important information.*

Original notification: January 12, 2022

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Zing Health understands that health care systems are experiencing increased demand and urgency due to the difficult circumstances created by COVID-19. For this reason, Zing Health is applying temporary measures to help members access care and reduce administrative burden for physicians and facilities.

#### **For all states, Zing Health is temporarily applying the following changes to skilled nursing facility admissions from acute hospitals, effective through February 15, 2022:**

- Initial precertification/prior authorization for admission from acute care hospitals to skilled nursing facilities (SNF) are waived for all Medicare Advantage (MA) Part C plans.
- The skilled nursing facility **will be required to notify Zing Health of admissions within 48 hours**. Providers may submit their request via fax. Providers can also submit their request by calling Zing Health directly by calling 1-844-946-4458.
- The post-acute care facility will also be **required to send medical records for concurrent review within three days** of the initial admission. Medical records can be sent to Zing Health by fax to 1-844-946-4458. Please include the patient's name and Member ID# on the cover sheet.
- Zing Health requires:
  - Hospital history and last two to three days of progress notes.
  - Any information that demonstrates a need for post-acute care.
  - Anticipated discharge plan with estimated length of stay.

**This change does not apply to transfer between facilities or level of care changes within a SNF.** In addition, Zing Health will continue to waive the three-day prior hospitalization requirements for skilled nursing facility stays as part of our normal course of business.

**Long-term care hospital admissions (LTACH) and inpatient acute rehabilitation admissions still require a prior authorization for admission.** If a prior authorization is not completed, the admission will be reviewed retrospectively at claims submission.

**Temporary changes to reduce prior authorizations protocols for SNF admissions are effective through February 15, 2022.**