



January 8th, 2024

RE: Strategies to Address Healthcare Capacity

Dear Participating Provider,

Commonwealth Care Alliance (CCA) supports the Massachusetts healthcare system in mitigating capacity challenges during these winter months. Effective January 9, 2024 and ending on April 1, 2024, following guidance provided by the Executive Office of Health and Human Services, CCA will temporarily waive prior authorization requirements for post-acute care admissions across SCO, One Care, and Medicare Advantage lines of business. This action is intended to help reduce record hospital occupancy levels.

This means that:

- CCA will waive the prior authorization requirement for admissions from acute care hospitals to sub-acute care facilities and rehabilitation facilities. This excludes long-term care and custodial admissions.
- Retrospective and concurrent level of care review will continue. Acute care hospitals and post-acute care facilities will be expected to notify plans about any inpatient admission for which post-acute care is anticipated within 24 hours of admission and to provide updates, at a minimum of every 5 days, to support discharge planning.
- Hospitals should ensure appropriate discharge planning and coordination of care begins as soon as appropriate in the admission and that patients continue to be discharged as early as prudent in the day.

For any questions or further clarification regarding these changes, please contact Provider Services at 866-420-9332.

Thank you for your continued commitment to providing the highest-quality care to our CCA members. We wish you good health and well-being during these challenging winter months.

Sincerely,

A handwritten signature in black ink that reads 'Helen Connaughton'.

Helen Connaughton
Vice President, Market Partnerships Strategy & Performance