

Medical Mutual Temporarily Suspending and/or Modifying our Utilization Management Processes

Effective immediately, please be advised that Medical Mutual is temporarily suspending and/or modifying our utilization management processes in response to the recent surge in Covid admissions. We hope that these changes will assist our hospital partners in managing acute inpatient bed capacity. These changes apply to our commercial and Medicare Advantage lines of business and will be in effect through Jan. 31, 2022.

1. Authorization Suspension

- a. Suspension of LTAC prior authorization for patients transferring from an acute inpatient critical care unit
- b. Suspension of Acute Rehab prior authorizations
- c. Suspension of SNF prior authorizations remains in place
- d. The following conditions of this authorization suspension apply:
 - i. LTACs, Acute Rehabs and SNFs are responsible for notifying Medical Mutual of admissions by the next business day, including admitting clinical information.
 - ii. Discharge planning staff must notify Medical Mutual of patients discharging to a LTAC, Acute Rehab and SNF.
 - iii. All patients must meet the requisite admission level of care criteria.
 - iv. Patients must be admitted to a Medical Mutual contracted provider.
 - v. Complete clinical information must be provided to the LTAC, Acute Rehab and SNF to facilitate continuity and coordination of care.

2. Changes to Acute Care Inpatient Utilization Management Processes for Ohio Contracted Providers

- a. All medical and behavioral health acute care hospitals admissions (excluding psychiatric and substance abuse residential level of care) may suspend submitting additional clinical information following the initial admission notification and medical necessity review
- b. The following conditions of this authorization suspension apply:
 - i. All acute care hospitals will continue to notify Medical Mutual of hospital notifications per normal procedures
 - ii. Medical Mutual will review the admission per normal procedures including requesting additional information if not provided on the initial admission review
 - iii. All acute care hospitals will continue to collaborate on discharge planning
 - iv. All acute care hospitals will continue to notify Medical Mutual of patient discharge date

Medical Mutual will continue to monitor healthcare delivery system constraints and will update this policy as appropriate. Please contact your provider representative if you have any questions.