

Change in Custodial-Level Authorizations for Non-LTSS Members

Q: Why was the custodial authorization notice issued?

A: The notice highlights the updated policy for authorizations affecting INTEGRITY non-long-term services and supports (LTSS) members. Specifically new admissions, as well as those downgraded to a custodial level of care, will receive an initial custodial authorization of up to 90 days – a 365-day authorization will no longer be available.

Q: When do the changes go into effect?

A: The changes go into effect January 1, 2024.

Q: Who received the notice?

A: The notice was sent to skilled nursing facilities within our network.

Q: How was the notice distributed?

A: The notice was sent via email and posted on our website.

Q: What action is required from skilled nursing facilities?

A: Facilities need to prepare for the new authorization period and aid in the LTSS waiver application process for members requiring long-term custodial care.