

RI Medicaid Managed Care COVID-19 Model Language for the Reinstatement of PA for Members

Dear [MCO Name] Member,

You are receiving this letter to let you know that the prior authorization (PA) requirements that were lifted as a result of the COVID-19 public health emergency will go back into effect as of October 1, 2021. A PA is a request from your healthcare provider for approval from <MCO Name> to provide certain medically necessary services. Your healthcare provider(s) is aware of the PA requirement effective October 1, 2021. At this time the change will only affect medical services – not behavioral health services (such as appointments with a psychiatrist, therapist, or other behavioral health provider).

There is no action required on your part, however, if you have any questions about this change, or if it will affect the healthcare services you are receiving, please contact your healthcare provider directly or <MCO NAME> member services at <Customer Service NUMBER>.