

## Changes to Service Authorization Timeframes Effective April 1, 2026

YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE UPDATED INFORMATION

### Service Authorization

Timeframes for prior authorization requests:

- **Standard review:** We will make a decision within 3 work days of when we have all the information we need, but no later than 7 days after we receive your request. We will tell you by the 7th day if we need more information.

Timeframes for concurrent review requests:

- **Standard review:** We will make a decision within 1 work day of when we have all the information we need, but no later than 7 days after we receive your request. We will tell you by the 7th day if we need more information.

Special timeframes for other requests:

- If you are asking for inpatient rehabilitation services after an inpatient hospital admission, we will make a decision within 1 work day of when we have all the information we need, but no later than 7 days after we receive your request. We will tell you by the 7th day if we need more information.

Your Care Team  
1-888-867-6555 (TTY: 711)  
Monday – Friday, 9 am – 5 pm