



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.