

PROVIDER NOTICE

Notice of Upcoming Prior Authorization Processing Timeframes

Per new CMS requirements

Effective January 1, 2026, Advanced Health will be implementing the new seven (7) day Prior Authorization (PA) processing timeframes, for standard PAs, in accordance with 42 CFR 438.210(d)(1)(i)(B) and related Oregon Health Authority (OHA) guidance. **Stay tuned for additional Advanced Health updates on this change**

As part of this change, all standard PAs will be processed within an initial timeframe of 7 days, with a 14-day extension when needed.

Pharmacy authorization time frame will remain 24 hours with a potential 48 hour extension.

Information below applies to ALL PA submissions, including both current and future PA submissions

To support timely processing, for both current and future PA submissions, we strongly encourage submitting all required documentation with the initial PA request. Doing so will help ensure efficient service delivery and positively impact members, providers, and other key stakeholders.

Required documentation includes the following, when relevant:

- Chart notes with physical exams and treatment plan
- Imaging results (ex: MRI, CT, X-ray)
- Lab results
- All medications (including dosage, strength)
 - Trialed and failed medications
- Relevant therapy notes: Physical, behavioral, occupational, and speech therapy
- Relevant pulmonary function testing
- Any other relevant documentation that is needed to support the PA request or that has been requested as part of the PA review process **The above list of required documentation may not be inclusive**

Advanced Health will attempt to contact the provider's office per CCO requirements, requesting additional information. Please review all such requests and submit the new documentation that aligns with the request.

Any provider-initiated requests for reconsideration of a denial will be handled in a manner consistent with the appeal process.

- Provider can submit an appeal with member's written permission
- Member can submit an appeal verbally or in writing

Appeals form: <https://advancedhealth.com/wp-content/uploads/2023/01/AH-Appeal-Hearing-form-3302-20221014.pdf>

NOTE: Any questions related to the information in this memo can be directed to our Customer Service team at (541) 269-7400.