

# interChange Provider Important Message

## Attention Inpatient Hospital Providers: Behavioral Health Inpatient Authorizations

During the Temporary Effective Period, as stated in PB 20-33 CAMP COVID-19 Response - Bulletin 23: Changes to the Prior Authorization Requirements for Specified Services all in-state and border hospital admissions will not require PA.

However, any hospital that has requested and received an inpatient behavioral health authorization from Beacon Health Options for admissions after to April 1, 2020 must continue to have the authorization updated with Beacon Health Options for the entire admission.

If the hospital submitted their inpatient claims and received Explanation of Benefits (EOB) code 3000 "Prior Authorization Services are Cutback or Exhausted" on their claim, or the hospital only received partial payment for the inpatient stay, **please do not contact DXC Provider Assistance Center or Beacon Health Options** to make updates to the authorization. DXC Technology is working with Beacon Health Options to update the current authorization(s) on file. Once corrected the important message will be updated and the hospitals will be able to adjust their inpatient claims for processing.

If the hospitals have not submitted any inpatient claims for a specific inpatient authorization, they should continue to work with Beacon Health Options to update the authorization for the entire admission.

For additional assistance or questions, hospitals can send an e-mail to [ctxihospipay@dxc.com](mailto:ctxihospipay@dxc.com).