

**Notice Date:** July 21, 2020  
**To:** CareSource Ohio Providers  
**From:** CareSource  
**Subject:** COVID-19: Emergency Provisions Update  
**Effective Date:** July 1, 2020

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*Beginning on May 12, 2023, this notification is expiring in alignment with the end of the Public Health Emergency.*

**Summary**

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***Prior Authorizations Relaxed***

The MCPs will resume prior authorization requirements for services beginning on July 1, 2020. The MCPs will continue to honor any previously approved prior authorization for a treatment, procedure, or service for up to six months when the treatment, procedure, or service was postponed between March 27, 2020 and June 30, 2020.

***MCP/MCOP Telehealth Service Expansion***

Governor DeWine has implemented two emergency telehealth rules for Medicaid members and beneficiaries in response to the COVID-19 pandemic. In addition to provisions laid out under telehealth rule, Medicaid members and beneficiaries may seek telehealth services from any authorized provider regardless of in-network or out-of-network status.

**Questions?**

For all general questions related to COVID-19, please contact the Ohio Department of Health (ODH) at **1-833-427-5634** (1-833-4-ASK-ODH).

For all other questions, please contact Provider Services at **1-800-488-0134**. Our hours of operation are Monday through Friday, 8 a.m. to 6 p.m. Eastern Standard Time.

Please continue to visit [COVID-19 Provider Resource Center](#) for the latest updates.

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