Geisinger Health Plan 100 N. Academy Ave. Danville, PA 17822-3220 GeisingerHealthPlan.com



Operations Bulletin -Aug. 18, 2023

Inpatient prior authorization through Cohere postponed until further notice.

We've postponed that start date of Aug. 28, 2023, for inpatient prior authorization through Cohere until further notice.

Inpatient services that require prior authorization:

- Authorization through Cohere for inpatient services will NOT start Aug. 28, 2023 (as indicated in previous Operations Bulletins).
- Inpatient authorization through Cohere has been postponed until further notice.
- We've postponed the launch of Cohere for inpatient requests so we can make sure the request processes are optimized for providers and their GHP patients.
- Requests for inpatient services that require prior authorization should continue to be requested directly from GHP as before.
- There will be no change to the authorization process for inpatient services until further notice.
- Check our <u>prior authorization list</u> frequently so you always know which services require authorization submission through Cohere.

Get a head start and register today!

Be ready when it's time to request inpatient prior authorization through Cohere. Visit Cohere online and <u>register with Cohere</u> today! You If you have any questions about registration, you can connect with a Cohere representative through the in-app chat directly on the registration page.

Contact us

Your Geisinger Health Plan account manager and Cohere representatives are here to help. Contact your account manager at **800-876-5357** or GHPAccountMngt@geisinger.edu.

This Operations Bulletin and the information contained herein amend previous Operations Bulletins, effective Aug. 18, 2023.

Geisinger Health Plan may refer collectively to health care coverage sponsors Geisinger Health Plan, Geisinger Quality Options, Inc., and Geisinger Indemnity Insurance Company, unless otherwise noted. Geisinger Health Plan is part of Geisinger, an integrated health care delivery and coverage organization.