



Despite our attempt to remove barriers to care for our members and providers while working to meet the expectations of the CMS 2024 Final Rule, we are hearing that our processes are creating confusion. Therefore, we are returning to our previous processes of prior authorization for transitions to post-acute care for our Medicare members as of **March 11, 2024**.

VIVA's turnaround times for prior authorization requests have exceeded CMS requirements for these requests, and that will not change.

Acute care will continue to be concurrently and retrospectively reviewed for our Medicare population. Observation stays do not require authorization for VIVA's Medicare or Commercial members.

We appreciate your patience and apologize for the inconvenience.