

Provider FAQs:

Retrospective authorization change

Effective Nov. 1, 2026, prior authorization must be obtained before services are rendered for all services that require authorization. Retrospective authorization requests – requests submitted after services have already been provided – will only be considered in limited, exception-based situations. See the notice in our Provider Manual.

Does this apply only after claim denial or to all retrospective authorization requests?

The change applies to retrospective authorization requests submitted after services have been rendered, regardless of whether a claim has already been submitted.

What qualifies as an administrative or technical error?

Examples of an administrative or technical error include (but aren't limited to):

- Portal outage
- Portal access issues
- System integration failure
- Eligibility transaction failure

How do I prove a technical issue occurred?

Provide documentation (i.e., screenshots) that demonstrate the administrative or technical error that prevented timely authorization request submission.

If a procedure changes during surgery, can I still request authorization afterward?

Yes. This scenario falls under the allowed exceptions. In this case, the preferred workflow is for you to submit an [Authorization Change Request](#) to the existing approved authorization in our portal **before** submitting the claim. Should you submit the claim and get a denial because the code(s) on the claim didn't match the code(s) on the approved authorization, you may [dispute the claim](#) with appropriate documentation to support the code change.

How does this affect urgent / emergent inpatient admissions?

If the authorization couldn't reasonably be obtained before treatment, you may [submit a retrospective authorization](#) up to 90 days after the service was rendered.

How does this impact services managed by EviCore and/or TurningPoint?

We're working to align both EviCore and TurningPoint with this change by the Nov. 1, 2026, effective date.