



Michael Preston  
SECRETARY OF COMMERCE

Alan McClain  
COMMISSIONER,  
ARKANSAS INSURANCE  
DEPARTMENT

BULLETIN NO.: 31-2020

TO: HEALTH INSURERS, HEALTH MAINTENANCE ORGANIZATIONS, MEDICARE ADVANTAGE PLANS,  
AND OTHER INTERESTED PERSONS

FROM: ARKANSAS INSURANCE DEPARTMENT

SUBJECT: WAIVER OF PRIOR AUTHORIZATIONS FOR POST-ACUTE CARE

DATE: DECEMBER 4, 2020

---

The Arkansas Insurance Department (“Department”) has been advised by the Arkansas State COVID-19 Winter Task Force (“Task Force”) of insurance barriers causing unnecessary delays and hospital resource costs for health plans applying prior authorization protocols for patients transferring from hospitals to post-acute facilities, skilled nursing facilities, and acute inpatient rehabilitation facilities. The insurance prior authorization requirements are burdening hospital occupancy for needed COVID-related resources as these patients wait on authorizations from an insurer, Health Maintenance Organizations, or Medicare Advantage organization before transitioning to a post-acute care facility from the hospital.

If necessary, the Department will seek approval of an emergency rule to authorize the Commissioner to waive prior authorization requirements. The Department strongly urges all carriers, HMOs, and Medicare Advantage organizations insuring or administering health plans in this State to waive such prior authorization procedures for ninety (90) days from the date of this Bulletin.

ALAN McCLAIN  
ARKANSAS INSURANCE COMMISSIONER

DATE