



Provider Alert

Massachusetts Suspension of Utilization Review

On November 17, 2021, The Division of Insurance issued Bulletin 2021-15 and on February 23, 2022 issued Bulletin 2022-03. In the Bulletins the Division of Insurance identifies expectations regarding the need to relax prior authorization and credentialing procedures in response to health facility staffing and capacity constraints. The bulletins can be found [here](#) and [here](#).

The November 2021 Mass Health, Executive Office of Health and Human Services Office of Medicaid issued Managed Care Entity Bulletin 75, regarding 90 Day Suspension of Prior Authorization for Previously Scheduled Surgery, and Behavioral Health and Non-Behavioral Health Inpatient Care. The bulletin can be found [here](#).

The suspension of utilization review applies to Massachusetts in-network facilities.

Optum Behavioral Health will continue to monitor this situation and follow all applicable guidelines from the State of Massachusetts.