

February 7, 2017
Announcement 1306

Attention Personal Care Services Providers: Timely Submission of Requests for Annual Reassessments

Please fax your requests for annual reassessments (updates) FA-24 to Hewlett Packard Enterprise no greater than 3 months prior to the last certified date on the current prior authorization (PA) and no later than 2 months prior to the last certified end date. Please refer to the table below. If you question whether or not Hewlett Packard Enterprise has received your FA-24 (Personal Care Services (PCS) Prior Authorization) for an annual reassessment, please call customer service (800-525-2395) 5 business days after your fax was sent. If the fax has not been received, the agent will request that you re-fax the request.

As providers were notified in [Web Announcement 620](#) (dated July 1, 2013), annual reassessment requests received greater than 90 days [3 months] prior to expiration of the current prior authorization will not be acknowledged or processed.

If the PA expires and a request for annual reassessment (update) has not been received by Hewlett Packard Enterprise, you will not receive authorization for dates of service from the date of expiration until the received date of the new request. If you believe the request was faxed in timely, but it was not received, you must provide the FA-24 and a fax confirmation that verifies the fax was successfully transmitted for the specific recipient.

The following table indicates timely submission of annual reassessment requests:

PA End Date, Last Certified Date	Earliest Date for Submitting (3 months) Prior to Last Certified Date	Last Date (2 months) for Submitting Annual Reassessment Requests
31-Jan	1-Nov	1-Dec
28-Feb	1-Dec	1-Jan
31-Mar	1-Jan	1-Feb
30-Apr	1-Feb	1-Mar
31-May	1-Mar	1-Apr
Jun-31	1-Apr	1-May
31-Jul	1-May	1-Jun
31-Aug	1-Jun	1-Jul
30-Sep	1-Jul	1-Aug
31-Oct	1-Aug	1-Sep
30-Nov	1-Sep	1-Oct
31-Dec	1-Oct	1-Nov