

## ACT/Authorization Access & Delays

Attention LTSS Providers:

IDHW has submitted this notice to their Stakeholders and in an effort to notify our provider community, we are reposting for transparency.

*Good Morning,*

*This email is going out to various stakeholders.*

*Idaho Medicaid has recently discovered an error in it's system. This error is causing delays in providing access to Molina and UnitedHealthcare to issue authorizations.*

*We are diligently working on the issue but have found a work around in the meantime but it is a manual process. Please be patient with both Molina and UnitedHealthcare as Idaho Medicaid works to correct the error.*

*Please do not stop providing services to members. All authorizations will be back dated to the appropriate date.*

Idaho Department of Health and Welfare  
Bureau of Care Management  
Medicaid Division

*The Special Provider Bulletin is a newsletter distributed to all network providers serving beneficiaries of Molina Healthcare of Idaho health care plans.*