

2025 New Year Eligibility, Benefit & Authorization Process:

Please confirm with your patients if they will be changing to a new policy for 2025

All Existing Cases

For all current cases that you will continue to service in 2025, **including cases managed by Carelon**, you must submit a request for the current benefits to be re-verified for 2025 or provide a notification of an insurance change:

Follow the instructions below based on the portal your agency is using:

CSI Portal (old portal)

- Log into the CSI Portal
- Under the patient list, select the patient
- Under the actions drop down menu choose **mail**
- Select **New Message**
- From Category drop down menu select the appropriate category- **Request Benefit Re-verification** or **Notification of Insurance Change**
- **Add message indicating whether the benefits need re-verified for 2025, or insurance policy changes for 2025**
- If there is a *change* in the patient's insurance, include in the message, the updated insurance information and clinical for CSI to verify new benefits and secure an initial AUTH for 2025 (if applicable)
- Copy of insurance card, orders/clinical can be uploaded by selecting the **Browse** button under Attachments to the right of the message box
- Click **Send**

CSI AlayaCare Portal

- Click the "**Clients**" icon (left side task bar) of the screen. Enter the patient's name on the **find field** on the right side of screen
- Ensure the **Status filter** (upper left) includes '**All**' to capture Pending or Active patients
- Click on the patient
- The **Care Management** tab will be the default screen when it first opens
- Click on **Client Forms** (left side of the screen)
- Click on + **client form** (upper right side)
- Add Form for patient name will pop-up
- Under **Service** select **NONE**
- Under **Form** from the drop-down select **mail message**
- Click on **Start Filling**
- **Add message in comments section indicating whether the benefits need re-verified for 2025, or insurance policy changes for 2025**
- If there is a *change* in the patient's insurance, include in the message, the updated insurance information and clinical for CSI to verify new benefits and secure an initial AUTH for 2025 (if applicable)
- Copy of insurance card, orders/clinical can be uploaded by clicking on upload file section
- Click on **Submit form**

New Referrals – January 1, 2025, forward

- New referrals for Aetna and Anthem Medicare Advantage plans managed by **Carelon** - go directly to Carelon to submit your referral and request your authorization, you do not need to submit the patient referral to CSI
- New referrals not managed by Carelon - continue to utilize the standard benefit and authorization process via CSI's or AlayaCare portal

Existing cases requiring prior authorizations for services for 2025

- Submit your ongoing authorization, per the normal process via the CSI or CSI AlayaCare Portal or with Carelon when applicable
- All authorizations going through Carelon follow the above processes based on your portal access with CSI to have benefits reverified/updated request your authorization directly from Carelon prior to servicing

***Authorization is valid based on continued eligibility under the plan. If the policy does not renew for 2025, authorization is invalid after 12/31/24**

***Please note - you may begin submitting your requests to verify 2025 benefits; however, CSI is not able to verify 2025 benefits and eligibility with insurance plans prior to 1/2/2025. Please do not wait for a benefit verification if authorization is needed, request authorization per payer guidelines and CSI will send the updated 2025 benefits as soon as available.**