

2026 New Year Eligibility, Benefit & Authorization Process:

Please confirm with your patients if they will be changing to a new policy for 2026

All Existing Cases

For all current cases that you will continue to service in 2026, **including cases managed by Carelon**, you must submit a request for the current benefits to be re-verified for 2026 or provide a notification of an insurance change. Please submit requests or notifications through the CSI AlayaCare Portal <https://csi.alayacare.com/> via a Mail Message form.

Please note- Reverifications should be submitted via a Mail Message form, please do not submit via a CSI New Referral Request form as this can delay processing of your request

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 2026, or insurance policy changes for 2026**
- 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 2026 (if applicable)
- Copy of insurance card, orders/clinicals can be uploaded by clicking on upload file section
- Click on **Submit form**

New Referrals – January 1, 2026, 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 AlayaCare portal

Existing cases requiring prior authorizations for services for 2026

- Submit your ongoing authorization, per the normal process via the CSI AlayaCare Portal or with Carelon when applicable
- All authorizations going through Carelon follow the above processes 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 is not renewed for 2026, authorization is invalid after 12/31/2025**

***Please note - you may begin submitting your requests to verify 2026 benefits; however, CSI is not able to verify 2026 benefits and eligibility with insurance plans prior to 1/2/2026. Please do not wait for a benefit verification if authorization is needed, request authorization per payer guidelines and CSI will send the updated 2026 benefits as soon as available.**

**Attached are the most up to date Guides for the CSI AlayaCare Portal, Authorization, and Billing and Accounts Receivable
Access the CSI website for the most current Guides and Forms**

<http://www.optioncare.com/csi>