

SelectHealth Member Handbook Insert

YOUR MEMBER HANDBOOK HAS BEEN CHANGED

Changes to Service Authorization Timeframes Effective April 1, 2026

YOUR MEMBER HANDBOOK HAS BEEN CHANGED TO INCLUDE UPDATED
INFORMATION

Service Authorization

Timeframes for prior authorization requests:

- **Standard review:** We will make a decision within 3 work days of when we have all the information we need, but no later than 7 days after we receive your request. We will tell you by the 7th day if we need more information.

Timeframes for concurrent review requests:

- **Standard review:** We will make a decision within 1 work day of when we have all the information we need, but no later than 7 days after we receive your request. We will tell you by the 7th day if we need more information.

Special timeframes for other requests:

- If you are asking for inpatient rehabilitation services after an inpatient hospital admission, we will make a decision within 1 work day of when we have all the information we need, but no later than 7 days after we receive your request. We will tell you by the 7th day if we need more information.

Thank you for your membership with SelectHealth. Anytime you have questions about your plan, we are here to help.

1-866-469-7774 (TTY: 711)
Monday – Friday, 8 am – 6 pm

