



How to Request Continued Care and Appeal a Denial

If your child receives services at Lighthouse Autism Center and Anthem/Carelon Medicaid has told you Lighthouse is no longer in network, you can approve Lighthouse to request Anthem/Carelon Medicaid allow your child continue care for a period of time. This is often called continuity of care or continued access to your current provider.

Who may qualify

Anthem/Carelon Medicaid says continuity of care may apply if a member has a **qualifying condition**, including:

- Degenerative and disabling conditions, including conditions or diseases caused by a congenital or acquired injury or illness that require a specialized rehabilitation program or a high level of service, resources, or coordination of care in the community.
- Serious chronic conditions.

What you will need to do

- Complete the attached waiver form
- Complete the form labeled Continuity of Care Request
- Ensure both forms are fully completed and signed
- Return BOTH forms to your BCBA

What we will do

- Fax both forms to the appropriate Anthem/Carelon Medicaid contact
- Once we hear any follow up, we will contact you directly
 - Anthem/Carelon Medicaid may also call you. If they do, please let us know

If Anthem/Carelon Medicaid says no

If Anthem/Carelon Medicaid denies continued care, shortens the transition period, or requires your child to transfer before you believe it is appropriate, you can challenge that decision.