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October 27, 2026

Dear Providers,

Effective **November 1st, 2026,** Telligen will no longer accept extension requests for any therapy review type—physical therapy (PT), occupational therapy (OT), or speech therapy (ST). **Auto-authorization will also no longer be an option for therapy requests.**

Providers requesting services beyond the current authorization period must submit a **new case in Qualitrac**, which will result in a **new authorization number**.

Please follow these steps when requesting continued services:

1. **Review the current authorization.** Confirm the approved end date before creating a new case.
2. **Create a new case.** Select **Prospective** or **Concurrent** timing based on the requested service dates.
3. **Enter the requested service dates.** The requested start date must be **one day after the current authorization ends** to avoid overlapping authorization periods.
4. **Enter the requested codes and units.** Include the appropriate CPT codes, required modifiers, and requested units for the new authorization period.
5. **Upload current supporting documentation.** Include the clinical records and required forms applicable to the requested services.
6. **Complete and submit the request.** Submit before the requested start date, in accordance with applicable submission requirements, allowing time for review.

Example: If the current authorization ends on November 30, the requested start date for the new case should be December 1.

Note: New cases will issue new authorization numbers. This process can help streamline request submission.

What Happens Next:
If you submit your case as an **extension** or with **overlapping dates of service**, the case will receive an **Outcome Not Rendered (ONR)** determination due to incorrect timing.
The ONR notification and additional provider guidance will be available in the case's **documentation** section under the file name **"Therapy Extension Discontinuation."**

Please review the attached guidance and submit a new case using applicable timing, ensuring the requested start date is one calendar day after the current authorization's end date.