



The Massachusetts Transgender Health Coalition's

Guiding Principles for Gender-Affirming Care in the time of COVID-19 3 Tips for Insurers



BE ACCOMMODATING. Given the delay of many gender-affirming appointments and procedures due to the COVID-19 pandemic, insurers should extend any prior authorization deadlines that expire during the emergency period or soon after that. These extensions will prevent further delays of medically necessary care caused by resubmissions of required documentation. Extension of prior authorization deadlines is consistent with Section 1135 waiver authority granted to state Medicaid programs by the Center for Medicare and Medicaid Services.



BE INFORMATIVE. To help address the uncertainty that many people face regarding their gender-affirming care, proactively send information to providers and patients indicating that prior authorizations will be extended, as stated above.



REAFFIRM YOUR COMMITMENT TO NON-DISCRIMINATION. Transgender, nonbinary, and gender-diverse people have historically faced, and continue to suffer, rampant discrimination in health care. Massachusetts has made a commitment through its laws and policies to prohibit such discrimination. It is crucial, especially during public health emergencies, that everyone is treated with dignity and respect, and that all people have access to the treatment they need to recover from COVID-19. The Massachusetts Transgender Health Coalition urges insurers to proactively communicate this commitment to providers and patients.

