

If you are unable to read this message or see the images, [view it online](#)



## UnitedHealthcare Prior Authorization Program Changes – COVID-19

This announcement is applicable to all in-network hospitals and all in-network post-acute care facilities in:

- Maricopa County, Arizona
- Pima County, Arizona

During the COVID-19 national public health emergency, UnitedHealthcare is temporarily suspending select utilization management requirements for in-network hospitals and in-network post-acute care providers due to an overwhelming increase in Emergency Department visits, admissions and post-acute transfers. We chose to take these steps to help specific Arizona in-network hospitals and post-acute care facilities that have experienced a sharp increase in admissions. The suspended requirements and dedicated support resources are being communicated directly to you as one of the impacted hospitals or facilities.

The specific adjustments to our program for Arizona apply to UnitedHealthcare Medicare Advantage, Medicaid and Individual and Group Market health plan members, effective **Nov. 27, 2020 until Dec. 27, 2020**. These statewide adjustments include:

- **Post-acute prior authorization:** We're suspending post-acute prior authorization requirements for admission to in-network Skilled Nursing Facilities (SNFs), Acute Inpatient Rehabilitation Facilities (AIRs) and Long-Term Acute Care Hospitals (LTACHs).
- **Transfer prior authorizations:** We're suspending prior authorization requirements when a member transfers to a new provider.
- As a reminder, for orders involving **COVID-19-related oxygen requests**, oxygen can be delivered without prior authorization and does not need to meet current clinical criteria.
- **Discharge and post-care assistance:** Please email [COVID-19dischargeplanning@uhc.com](mailto:COVID-19dischargeplanning@uhc.com) if your team needs assistance with discharge planning or finding post-acute care for patients with complex needs.

After **Dec. 27, 2020**, we may conduct selective retrospective reviews for services rendered during this time

period. **Admission notification is still required during this time**, in alignment with the current protocol to support you in arranging post-admission care or other support services, if needed. In most cases, notification of inpatient admission is provided to UnitedHealthcare by the hospital or facility through Link or an EDI 278N transmission that requires no intervention on the part of your staff.

If you have questions, please contact Thomas Biuso, M.D., UnitedHealthcare Market Chief Medical Officer, at [thomas.biuso@uhc.com](mailto:thomas.biuso@uhc.com) or 763-361-4671. For the most up-to-date information surrounding our other efforts related to COVID-19, please visit [UHCprovider.com/covid19](https://UHCprovider.com/covid19).

We will continue to monitor guidance issued by regulatory authorities and keep you posted as the COVID-19 crisis continues to evolve. As dedicated workers on the front lines of this pandemic, we deeply appreciate your efforts to fight this virus. Thank you for all you're doing.

Sincerely,



Ed Lagerstrom  
President, UnitedHealthcare Networks



Anne Boland Docimo, M.D.  
Chief Medical Officer, UnitedHealthcare

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates.

PCA-1-20-03895-MarComm-EM \_11302020

© 2020 United HealthCare Services, Inc.

This is a message from UnitedHealthcare. You are receiving this email because you are either a registered user of [UHCprovider.com](https://UHCprovider.com) or have contracted or subscribed to receive email communications from UnitedHealthcare. We respect your right to privacy. Visit our website to read our [Privacy Policy](#) and [Security Notice](#). To unsubscribe from future email communications or to change your email address, visit our email preferences page.



This email was sent by:  
UnitedHealthcare  
9700 Health Care Lane, Minnetonka, MN 55343 USA

[Preference Center](#) | [Unsubscribe](#) | [Privacy Policy](#)

Please do not reply to this email address; this mailbox is used for outbound email only.