

December 22, 2020

UnitedHealthcare Temporary Prior Authorization Program Changes-- COVID-19

Effective for a time period of **Dec 18 through Jan 8, 2021**, United Healthcare is temporarily suspending select prior authorization requirements for in-network hospitals and in-network Skilled Nursing Facilities (SNFs) nationwide due to an overwhelming increase in Emergency Department visits, admissions, and transfers.

The temporary prior authorization suspensions apply to UnitedHealthcare Medicare Advantage, Medicaid, and Individual and Group Market health plan members nationwide, where UnitedHealthcare has health plans available.

These temporary provisions include:

- **SNF prior authorization:** UnitedHealthcare is suspending prior authorization requirements for admission to in-network SNFs.
- **Transfer prior authorizations:** UnitedHealthcare suspending prior authorization requirements when a member transfers from one facility to a new facility provider.
- **COVID-19-related oxygen requests:** 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:** If your team needs assistance with discharge planning or finding post-acute care for patients with complex needs, please email COVID-19dischargeplanning@uhc.com.

The following exceptions apply:

- The provisions and effective dates noted here replace similar temporary prior authorization provisions for SNF admissions, facility transfers and COVID-19-related oxygen requests currently posted on UHCprovider.com/covid19 or communicated previously, unless the similar prior authorization provisions extended to higher levels of care or have expiration dates after Jan. 8, 2021.

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- State regulatory requirements, including end dates for specific state prior authorization relief requirements, still apply. Providers should check their state pages for more information.
- For those areas where UnitedHealthcare will begin offering [new Individual Exchange health plans](#) beginning Jan. 1, 2021, the temporary provisions apply from **Jan. 1, 2021 through Jan. 8, 2021**.

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.

Select services rendered during this time period may be retrospectively reviewed by UnitedHealthcare, after Jan 8, 2021.

For the most up-to-date information surrounding UnitedHealthcare's efforts related to COVID-19, please visit UHCprovider.com/covid19.

To read the entire original notification from UnitedHealthcare, please go to:

<https://view.provideremail.uhc.com/?qs=5d3f6c3766ad4cce9021f9a75eabe46a5075b804575f1dafb317a0e0052bc16fa864c616ca870c1c030e78997945d6a470c7003c31e554aebcd05ade1fa88a9201aacf30bfb6db68a9e4040ffda50630aa2b726186fac53c>