



## Prior Authorization for HCBS Waiver Members Who Transitioned from AmeriHealth Caritas

Starting Dec. 1, 2017, UnitedHealthcare Community Plan of Iowa enrolled new members who were previously enrolled with AmeriHealth Caritas. During the week of Dec. 18, we will be completing updates to our files of home- and community-based waiver services (HCBS) authorizations for the new members who transitioned from AmeriHealth Caritas. Updating our records will help to reduce any potential disruption of services for these members.

We also want you to know that we are honoring existing service plans for HCBS waiver members for a minimum of 90 days through Feb. 28, 2018. During that 90-day period, a Community-Based Case Manager (CBCM) will meet with their new members to review their service plans to help make sure they accurately capture the members' needs. Upon completion of the updated service plan, services will be re-authorized for dates of service on or after March 1, 2018.

### Here's What To Do to Verify Authorizations for HCBS Waiver Services

- If you don't have an authorization for HCBS waiver services for your member or you had an active authorization from AmeriHealth Caritas at the time of the transition and need to verify that we have it, please wait until **Dec. 26**, which will allow us the time to update our database with the authorizations.
- If you aren't able to verify that we have the authorization on file, please send an email to [ia\\_itss@uhc.com](mailto:ia_itss@uhc.com). Use **Authorization Request: [Member ID#]** in the subject line, and include the following information in your email:
  - Provider name
  - Provider Tax ID number (TIN)
  - Provider National Provider Identifier (NPI) number
  - Member name
  - Member date of birth
  - Member ID number
  - Description of authorized services including procedure code, modifier and units
  - Copy of the prior authorization from AmeriHealth Caritas

### What Happens When Authorizations Are Approved

- When the prior authorization is approved, you will receive a notice from UnitedHealthcare Community Plan.
- You will also be able to view the authorization approval using the Prior Authorization and Notification app on Link. To access the app, sign in to Link by going to [UHCprovider.com](http://UHCprovider.com) and clicking on the Link button in the top right corner. Then, select the Prior Authorization and Notification app tile on your Link dashboard.

If you have not heard back from us within seven days of submitting your request to [ia\\_itss@uhc.com](mailto:ia_itss@uhc.com), or you don't see the authorization online, please call Provider Services and ask to speak with the member's Community-Based Case Manager.

**We're Here To Help**

If you have questions, please call Provider Services at 888-650-3462. Thank you.