

Home Health Prior Authorization Reminders for Private Duty Nursing/Personal Care/Child Care Medical Day Services

As a home health care provider, UnitedHealthcare Community Plan of Iowa wants to make sure your prior authorization requests for Private Duty Nursing (PDN), Personal Care (PC) and Child Care Medical Day Services are reviewed and completed in a timely and accurate manner. To help you, use these tips and information when submitting prior authorization requests.

Documents to submit along with an initial prior authorization request:

- CMS-485 Plan of Care (POC) form signed by the physician ordering the services. The POC needs to include medical necessity information for the services to be provided, **or**
- An unsigned CMS-485 POC including the signed physician's order

Please also include with the prior authorization request:

- Medical necessity documentation of the member's skilled needs
- Completed Medical Needs Acuity Scoring Tool (MNASM) and the Functional Needs Acuity Scoring Tool (FNASM), **and**
- Any additional documentation that supports a skilled need for the member

Note: The MNASM and FNASM tools are available through the Iowa Medicaid Enterprise at dhs.iowa.gov.

Include the following information with your documentation:

- Services requested and amount of time per day per service (include the time for each service, if applicable, for skilled nursing, home health aide, physical therapy, occupational therapy and speech therapy)
- Intensity level of services
- Number of visits and weekly frequency
- Diagnosis codes
- HCPCS codes and revenue codes, if applicable
- Start and end dates of care

To continue these services past the authorized time frame, please submit a new prior authorization request with the required documentation outlined above.

Reminders:

- A physician must certify a child age 20 or younger has medical needs that require a face-to-face encounter every six months.
- The physician must review and sign the plan of care **every 60 days**.
- The physician's signature on the POC authorizes the services as an assessed medical need.

Medical care for members needing PDN/PC and Child Care Medical Day Services cannot be delivered by a family member, significant other, friend, neighbor, community or other unpaid resources.

Submitting Prior Authorization Requests and Online Resources:

- Online: **UnitedHealthcareOnline.com** > Notifications/Prior Authorizations > [Notification/Prior Authorization Submission](#)
- Phone: **866-604-3267**
- Fax: **888-899-1680**; fax form is available at **UHCommunityPlan.com** > For Health Care Professionals > Iowa > [Provider Forms](#) > Prior Authorization Request Form – Acute Medical.

For more information, please see the Home Health Services chapter of the Provider Manual located at UHCommunityPlan.com > For Health Care Professionals > Iowa > Provider Administrative Manual > [UnitedHealthcare – IA Health Link Provider Manual](#).

We're here to help

If you have questions, please call Provider Services at **888-650-3462** or contact your Provider Advocate. Thank you.