

Admission Notification Requirement For UnitedHealthcare Connected® (Medicare-Medicaid Plan) Members

When one of our UnitedHealthcare Connected (Medicare-Medicaid) (MMP) members is admitted to your nursing facility for skilled nursing services, we require notification within 24 hours of admission — or by 5 p.m. the next business day if the admission occurred after hours or on a weekend or holiday. How you notify us depends on the type of admission:

Admission Type	How to Notify Us
Current Residents who are our MMP long-term care members	Between 8 a.m. and 5 p.m. Monday through Friday, call to speak with our Nurse Practitioner assigned to your facility. The number is listed in your pink UnitedHealthcare binder.
	After hours, or on weekends or holidays, call the Nurse Practitioner's on-call number, which you can also find in the UnitedHealthcare folder.
Members who were living in the community who are our MMP members	Go to UHCprovider.com and click on the Link button in the top right corner. Then, select the Prior Authorization and Notification app tile on your Link dashboard. (If you don't know your Optum sign in and password, ask for it from your business office.)
	Call toll-free 24/7 to speak with one of our intake specialists 866-604-3267 .

We require notification within 24 hours of admission or by 5 p.m. the next business day if the admission occurs on a weekday after 5 p.m., over the weekend or during a major holiday.

Here's a Tip!

Important information to have available when you notify us:

- ✓ Member name and health plan ID
- ✓ Facility name and Tax Identification Number (TIN) or National Provider Identifier (NPI)
- ✓ Admitting or attending physician TIN or NPI
- ✓ Admitting diagnosis or ICD10 CM
- ✓ Actual admission date and time
- ✓ Documentation to support medical necessity



We're here to help!

Questions? Call your provider relations advocate directly or call toll-free **866-858-3546**. Or you can email **Nhpra3@optum.com**.