



Provider Alert

Check Online for Your Approved Long-Term Services and Supports Authorizations

We recently upgraded our prior authorization process and moved most of the information about your approved long-term services and supports (LTSS) authorizations online. This helps you get the information you need to quickly deliver services to members.

Go online to find the latest information on your approved authorizations for services.



Instead of waiting on a fax with information about the member and the approved services, use the Prior Authorization & Notification app on Link to view approved authorizations with:

- **Modifiers:** The service code modifier which specifies the type of service
- **Task:** The service activity; for example: bathing
- **Schedule:** The plan for the service; for example: three times a week

To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. Then choose the Prior Authorization and Notification app.

Make it a daily habit to sign in to Link and check your authorizations!

Updated Authorization Approval Numbers

We have new authorization numbers that begin with “A.” Don’t worry – if you have approved authorizations that start with a “6”, those authorizations are valid until the services approved under those authorizations are completed. Just be sure to include the authorization number in your billing exactly as it’s listed on the approved authorization.

Training

We have step-by-step instructions and videos to help you use this new online tool. Please visit UHCprovider.com/PAAN for more information.

We’re Here to Help

You can still call the service coordination hotlines:

- **800-349-0550** for STAR+PLUS and UnitedHealthcare Connected (Medicare-Medicaid Plan)
- **877-352-7798** for STAR Kids

If you have questions, please contact your Provider Advocate or call us at **888-787-4107**, 9 a.m. – 4 p.m., Monday through Friday. Thank you.