



**Alert: Home Health Plan of Care Necessary for All New Home Health Services Requests**

Requests for home health services require a Home Health Plan of Care (POC) as supporting documentation for review of medical necessity. The POC form and instructions are outlined in the Texas Medicaid & Healthcare Partnership at [TMHP.com](http://TMHP.com) > Providers > Medicaid PA Forms > Home Health Plan of Care (POC).

There are two different ways to submit the POC:

- **Online:** You will be prompted to upload the document when you request through Link at [UnitedHealthcareOnline.com](http://UnitedHealthcareOnline.com) > UnitedHealthcare Online > Notification/Prior Authorization Submission.

For more information, go to [UnitedHealthcareOnline.com](http://UnitedHealthcareOnline.com) > Help > Notifications/Prior Authorizations > Notification/Prior Authorization Submission Quick Reference - Outpatient Other/Office/DME/HHC.

- **Fax:** You may fax a paper form located at [UHCCommunityPlan.com](http://UHCCommunityPlan.com) > For Health Care Professionals > Texas > Provider Forms > Prior Authorization Forms. Use the Standard Prior Authorization form: Texas Department of Insurance Form and submit the POC as supporting documentation.

For CHIP, STAR, STAR+PLUS, and UnitedHealthcare Connected<sup>®</sup> (Medicare-Medicaid Plan) fax the form to **877-940-1972**.

For more information, go to [TMHP.com](http://TMHP.com) > providers > Medicaid Provider Manual > Home Health Nursing and Private Duty Nursing Services Handbook. Thank you.