



Provider Alert

Attention Outpatient Therapists

The following important update may affect you, your practice or your patients.

Prior Authorization Requirement for Certain Outpatient Therapy Services – Effective Nov. 7, 2016

Effective Nov. 7, 2016, UnitedHealthcare Community Plan will require care providers to request prior authorization for the following to be covered for STAR and STAR Kids members of all ages.

CPT® Code	Description
97530	Dynamic activities to improve functional performance; directly (one-on-one) with the patient

We are implementing this requirement so we can evaluate the medical necessity of these services, as part of our ongoing commitment to providing UnitedHealthcare Community Plan members access to services that are medically appropriate.

Prior authorization requests may be submitted in a variety of ways:

- **Online:** Sign in to UnitedHealthcareOnline.com to access Link, then select the Eligibility & Benefits application.
- **Fax:** Complete and fax the standard prior authorization form to **877-940-1972**. The form is available at UHCCommunityPlan.com > For Health Care Professionals > Provider Forms > [Standard Prior Authorization form: Texas Department of Insurance](#).
- **Phone:** Call **866-604-3267**. You may fax any supporting documentation needed to **877-940-1972**.

If you have questions, please contact Customer Service at **888-887-9003** or provider relations at ProviderServicesTX@uhc.com.

For appeals, write:

UnitedHealthcare Community Plan Appeals
P.O. Box 31364
Salt Lake City, UT 84131-0364