



Important Information Re: Prior Authorization Requirements for STAR Kids Members

Beginning Nov. 1, 2016, we're welcoming STAR Kids members to UnitedHealthcare Community Plan. As these children and youth transition to managed care, their continuity of care is our priority. That's why we'll honor authorizations that are already in place for these members for the duration of the authorization or through April 30, 2017, whichever comes first. This will give our service coordinators time to work with members and their families to assess individual needs and coordinate person-centered care plans.

New prior authorization requests may be submitted in the following ways:

- **Online:** Go to UnitedHealthcareOnline.com and sign into Link, then select the Eligibility and Benefits app. You can access directions for uploading supporting documentation at UnitedHealthcareOnline.com > Tools & Resources > UnitedHealthcare Community Plan Resources > [Texas](#) > Attachment Submission Process for Texas Community Plan.
- **Fax:** The fax number for standard requests is **877-940-1972**. For prescriptions, it's **866-940-7328**. To access the forms, go to UHCCommunityPlan.com > For Health Care Professionals > Texas > Provider Forms and select the applicable form:
 - [Standard Prior Authorization form: Texas Department of Insurance](#)
 - [Standard Pharmacy Prior Authorization Form: Texas Department of Insurance](#)
- **Phone:** Call **866-604-3267** for standard requests. For prescriptions, call **800-310-6826**.

Cardiology and Radiology Services Prior Authorization Requests

Complete the appropriate form at UHCCommunityPlan.com > For Health Care Professionals > Texas > [Cardiology](#) or [Radiology](#) and follow the online submission instructions.

Long-Term Services and Support Prior Authorizations

The member's service coordinator will request any prior authorization for home and community-based services as part of the member's patient-centered care plan.

For a complete list of services that require prior authorization, please go to UHCCommunityPlan.com > For Health Care Professionals > [Texas](#) > Prior Authorizations.

Decisions are made within 3 business days from the time of a request, provided all necessary information has been submitted.

Please report any change in the member's condition or circumstances that may require an update to the care plan. You can contact us through CommunityCare, our online care coordination tool. Go to UnitedHealthcareOnline.com and sign into Link to access the Community Care app. Or call the service coordinator directly or call the service coordination hotline at **877-352-7798**.

The following tips may help speed review times for your requests.

Prior Authorization Request Tips

- Verify that your patient is a member of UnitedHealthcare Community Plan by going to UnitedHealthcareOnline.com and signing in to Link, then choosing the Patient Eligibility and Benefits app.
- Complete all necessary information on the online or fax form. If applicable, also include:
 - Physician order from a physician familiar with the member, such a primary care provider (PCP)
 - Therapist evaluation
 - Treatment plan specific the member's unique needs that includes achievable and measurable objectives with reasonable timeframes.
- Indicate whether you're submitting an initial request or an extension, renewal or amendment to a previously approved authorization.
- Only request an urgent review when a delay in making an approval decision could be life-threatening or cause permanent damage to the member. Most durable medical equipment (DME) and rehabilitative services don't qualify for urgent review.

It may also be helpful to check out these resources:

- Clinical reviews follow evidenced-based guidelines such as the ones from MCG (formerly Milliman Care Guidelines®). You can learn more about these guidelines at MCG.com.
- You can view UnitedHealthcare Community Plan's Clinical Practice Guidelines located at UHCCommunityPlan.com > For Health Care Professionals > Texas > Clinical Practice Guidelines.
- The Texas Medicaid Provider Procedures Manual outlines Medicaid services and is available at TMHP.com.
- Reference the [UnitedHealthcare Community Plan Medical Policies and Coverage Determination Guidelines](http://UHCCommunityPlan.com) at UHCCommunityPlan.com > For Health Care Professionals > Texas.

If you have questions, please call customer service at **888-887-9003**. Thank you