



New Prior Authorization Request Phone and Fax Numbers - Effective May 1, 2016

Effective May 1, 2016, you may request prior authorization for acute health care services by phone or fax to the same number for members of *all* of the following UnitedHealthcare Community Plan benefit plans in Texas: CHIP, STAR, STAR+PLUS, UnitedHealthcare Community Plan Skilled Nursing Facility and UnitedHealthcare Connected (Medicare Medicaid Plan), and for long-term durable medical equipment for STAR+PLUS members.

- **Phone: 866-604-3267**
- **Fax: 877-940-1972**
 - Complete and fax the form at UHCCCommunityPlan.com > For Health Care Professionals > Provider Forms > [Standard Prior Authorization form: Texas Department of Insurance](#)

Online Prior Authorization Requests

You may also request prior authorization at UnitedHealthcareOnline.com > [Link](#) > Patient Eligibility & Benefits. Enter the member's name and a pop-up message will let you know which services require prior authorization. You may then click a link in the message to request prior authorization.

Prescription Drug Prior Authorization Requests

Complete and fax the form at UHCCCommunityPlan.com > For Health Care Professionals > Texas > [Pharmacy Program](#) to 866-940-7328 or call 800-310-6826.

Cardiology and Radiology Services Prior Authorization Requests

Complete the appropriate form at UHCCCommunityPlan.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 prior authorization for long-term services and support services as part of the member's patient-centered care plan.

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

If you have questions, please call 888-887-9003. Thank you.