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UnitedHealthcare Prior Authorization Program Changes – COVID-19

This announcement is applicable to all in-network hospitals and in-network skilled nursing facilities (SNFs) in Florida statewide.

In recognition of the persistence of COVID-19 cases in your area, UnitedHealthcare is extending the temporary program suspensions announced on July 30, 2021. These provisions are now effective until Sept. 15, 2021. (They were set to expire on Aug. 30, 2021.) This extension and dedicated support resources are being communicated directly to you as one of the impacted hospitals or facilities.

The specific adjustments to our program for Florida apply to UnitedHealthcare Medicare Advantage, Medicaid and Individual and Group Market health plans. These statewide adjustments include:

- **SNF prior authorization:** We're suspending post-acute prior authorization requirements for admission to in-network SNFs
- **Transfer prior authorizations:** We're suspending prior authorization requirements when a member transfers to a new in-network facility
- **COVID-19-related oxygen requests:** As a reminder, for orders involving COVID-19-related oxygen requests, oxygen can be delivered without prior authorization and does not need to meet current clinical criteria
- **Discharge and post-care assistance:** If your team needs assistance with discharge planning or finding post-acute care for patients with complex needs, please email COVID-19dischargeplanning@uhc.com

After **Sept. 15, 2021**, we may conduct selective retrospective reviews for services rendered during this time period. **Admission notification is still required during this time**, in alignment with the current protocol to support you in arranging post-admission care or other support services, if needed. In most cases, notification of inpatient admission is provided to UnitedHealthcare by the hospital or facility through Link or an EDI 278N transmission that requires no intervention on the part of your staff.

If you have questions, please contact Tia Hooper, MD, UnitedHealthcare Market Chief Medical Officer, at Tia_Hooper@uhc.com or **813-890-4554**. For the most up-to-date information surrounding our other efforts related to COVID-19, please visit UHCprovider.com/COVID19.

We will continue to monitor guidance issued by regulatory authorities and keep you posted as the COVID-19 crisis continues to evolve. As dedicated workers on the front lines of this pandemic, we deeply appreciate your efforts to fight this virus. Thank you for all you're doing.

Sincerely,



Ed Lagerstrom
President, UnitedHealthcare Networks



Anne Boland Docimo, M.D.
Chief Medical Officer, UnitedHealthcare

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