

If you are unable to read this message or see the images, [view it online](#).

## UnitedHealthcare Prior Authorization Program Changes – COVID-19

This announcement is applicable to the Arizona hospitals in the Phoenix-Mesa-Chandler and Tucson metropolitan statistical areas (MSAs)<sup>1</sup>.

During the COVID-19 national public health emergency, UnitedHealthcare is temporarily suspending prior authorization requirements for hospitals that are most impacted by an overwhelming increase in Emergency Department visits and admissions. We're also temporarily suspending prior authorization requirements for in-network Skilled Nursing Facilities (SNFs) statewide. We're taking these steps to help hospitals that have experienced a sharp increase in admissions in the hardest hit MSAs. The suspended requirements, relaxed timelines and dedicated support resources are being communicated directly to you as one of the impacted hospitals or SNFs.

We previously informed you about multiple relief efforts we've implemented for COVID-19 related to [prior authorization requirements](#), which apply for all hospitals nationally. The additional specific adjustments to our program for the Phoenix-Mesa-Chandler and Tucson MSAs apply to UnitedHealthcare Medicare Advantage, Medicaid and Individual and Group Market health plan members, **effective June 18, 2020, until July 24, 2020**. These adjustments include:

- **Prior authorization for admission to SNFs:** We're suspending prior authorization requirements and level of care reviews for admission to SNFs for Medicare Advantage and Individual and Group Market health plan members. The state of Arizona has already suspended prior authorization requirements for admission to SNFs for Medicaid members.
- **Discharge and post-care assistance:** Please email [COVID-19dischargeplanning@uhc.com](mailto:COVID-19dischargeplanning@uhc.com) if your team needs assistance with discharge planning or finding post-acute care for patients with complex needs.

**After July 24**, 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 or other support services, if

needed. In most cases, notification of inpatient admission is provided to UnitedHealthcare by the hospital through Link or an EDI 278N transmission, which requires no intervention on the part of your hospital staff.

If you have questions, please contact Stacie T. Pinderhughes, M.D., UnitedHealthcare Market Chief Medical Officer, at [stacie.pinderhughes@uhc.com](mailto:stacie.pinderhughes@uhc.com) or 763-361-1622. For the most up-to-date information surrounding our other efforts related to COVID-19, please visit [UHCprovider.com/covid19](https://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

<sup>1</sup> MSA as defined by the [Office of Management and Budget](#). This announcement applies to the following Arizona counties: Maricopa, Pima Pinal.

---

PCA-1-20-01756-MarComm-EM\_06182020

© 2020 United HealthCare Services, Inc

We respect your right to privacy; visit our website to read our [Privacy Policy](#) and [Security Notice](#).

This email was sent to: [camwilson@honorhealth.com](mailto:camwilson@honorhealth.com)

This email was sent by:

UnitedHealthcare

9700 Health Care Lane, Minnetonka, MN 55343 USA

[Preference Center](#) | [Unsubscribe](#) | [Privacy Policy](#)

Please do not reply to this email address; this mailbox is used for outbound email only.