



## UnitedHealthcare Prior Authorization Program Changes — COVID-19

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

Due to the persistence of COVID-19 cases in your areas, UnitedHealthcare is **extending the temporary program suspensions outlined below until Jan. 21, 2022**. (They were set to expire on Jan. 7, 2022). This extension and dedicated support resources are being communicated directly to you as one of the impacted hospitals or facilities in Ohio.

The specific adjustments to our program for Ohio apply to UnitedHealthcare Medicare Advantage and Individual and Group Market health plans. These 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](mailto:COVID-19dischargeplanning@uhc.com)

After **Jan. 21, 2022**, 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 the UnitedHealthcare Provider Portal or

an EDI 278N transmission that requires no intervention on the part of your staff.

If you have questions, please contact Gary Grosel, M.D., UnitedHealthcare Market Chief Medical Officer, at [gary\\_grosel@uhc.com](mailto:gary_grosel@uhc.com) or **216-263-9533**. 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,



Katherine V. Miller  
President, UnitedHealthcare Networks



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

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PCA-6-22-00048-UHN-EM\_01072022

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