



Provider Alert

Prior Authorization Inpatient Level of Care: Change to Weekend/Holiday Admission Requirements UnitedHealthcare Community Plan, Wisconsin

October 15, 2018

Prior Authorization of Acute Inpatient for Mental Health/Substance Use Services

In alignment with UnitedHealthcare Community Plan, Wisconsin processes, and **effective dates of service on and after November 1, 2018**, Optum prior authorization for **inpatient admissions** for mental health and/or substance use services on a weekday must be sought within 24 hours of admission. On the weekend and holidays, the prior authorization must be sought by next business day, by or before 5:00 p.m. local time. Weekends begin on Friday at 5:00 p.m. local time.

Previously the requirement was within 24 hours of admission for weekends and holidays.

What's Not Changing

Prior authorization for weekday inpatient admissions for mental health and/or substance use services must be requested within 24 hours of admission.

Effective Date

The effective date, November 1, 2018 applies to admissions on and after that date.

Provider Call to Action

This change expands the available time to complete the prior authorization for weekend or holiday admissions. However, we are able to process prior authorization requests for acute inpatient admissions 24/7 and therefore do encourage you to continue to contact us for prior authorization as soon as you are able.

Questions

If you have questions about a particular Member's admission contact the number on the back of the Member's ID card. For questions about this change, you may contact your Network representative at (877) 614-0484.