

Process Changes for Substance Use Disorder Intensive Outpatient Requests



Targeted Providers

- Facilities Contracted for SA IOP H0015
- Agencies and/or Groups

UnitedHealthcare Community Plan is changing its current process regarding the handling of Substance Use Disorder (SUD) Intensive Outpatient (IOP) requests. We anticipate these changes will offer an improved overall provider experience and one that integrates over multiple lines of coverage. **This new process will go live August 1, 2020.**

Benefits of New Process

- Turnaround time for a decision is quicker (up to two business days for current process)
- If authorized, under new process, the authorization number is given immediately on the call
- No longer completing a two page form. Improved, streamlined and simplified provider experience



Provider Call
Center
1-866-675-1607

The new process is outlined on page 2

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New Process for Requesting Substance Use Disorder (SUD) Intensive Outpatient (IOP) Services



Providers will call the same UnitedHealthcare phone number (866-675-1607) to gain access to the dedicated IOP team. This will replace completing the two page form on Provider Express and faxing or emailing the completed forms to UnitedHealthcare.



Providers can request services for SUD IOP by answering clinical questions presented by the UnitedHealthcare clinical team (similar to the questions on the previous two page form).



Requests are reviewed by the UnitedHealthcare clinical team.



Authorization or notification for or a need for referral to peer review typically occurs real time on the call. This will replace being notified of completed authorizations by phone and by letter.

“Thank you for helping us carry out our mission of helping people live healthier lives!”

For questions, please email networkse@optum.com