



77 Water St.
14th Floor
New York, NY 10005

<Date>

<Practitioner Name>
<Addr1>
<Addr2> <Floor> <Room>
<City>, <State> <Zip Code>

Re: Home and Community Based Services (HCBS) for New York Under 21 Medicaid Recipients

Dear <Practitioner Name>:

On January 1, 2019, the New York State Department of Health (NYS DOH) began to transition Behavioral Health Services covered for eligible Under 21 Medicaid recipients to Medicaid Managed Care Organizations (MCOs).

Beginning October 1, 2019, the UnitedHealthcare Community Plan current benefit package will cover Home and Community Based Services (HCBS) for children and youth under 21 years old who are enrolled in our plan. These individuals must meet the Level of Care and Level of Need criteria set forth by the State. HCBS services include:

- Caregiver/Family Supports and Services
- Community Self-Advocacy Training and Support
- Community Habilitation
- Day Habilitation
- Prevocational Services
- Supported Employment
- Planned Respite
- Crisis Respite
- Accessibility Modifications
- Adaptive and Assistive Equipment
- Palliative Care

For children currently enrolled in Medicaid managed care, UnitedHealthcare will continue historical waiver services, Crisis Intervention and Youth Peer Support and Training, until they are transitioned to Children Family Treatment and Support Services (CFTSS) on January 1, 2020.

Authorization is required regardless of network status.

For existing HCBS, to minimize disruption to member care and provider payment, providers must notify UnitedHealthcare prior to October 1, 2019, which members you are delivering HCBS to per the current Plan of Care, and request authorization.

Out-of-Network Providers:

To minimize disruption to member care and provider payment, Out-of-Network providers must notify UnitedHealthcare which members you are serving to ensure that service continuation benefits are applied (up to 24 month for continuous course of treatment).

Pathways for submission of HCBS service request (both in and out of network):

Electronic: Submit Prior Authorization and Notifications (PAAN) and supporting documentation, including NYS SUD Notification Documents, through the Prior Authorization and Notification Tool located at uhcprovider.com

uhcprovider.com > Health Plans by State > New York > UnitedHealthcare Community Plan of New York home page > Prior Authorization and Notification > Prior Authorization and Notification Tool

Quick Reference Guide and Other Helpful Resources and Videos and Training to assist in the transition can be found at uhcprovider.com

Telephonic: Requests for services that require authorization and notification (includes both prior authorization requests and concurrent review requests) can be obtained by calling:

Toll-free line: **1-866-362-3368** (as listed on the back of the Member card)

When prompted:

- Enter TIN
- Select “Care Notifications and Prior Authorizations”
- Enter UHC Member ID (as listed on front of the Member’s ID card)
- Enter Member DOB
- Select “Mental Health”

Please contact Network Management if you have any questions (email strongly preferred):

Email: **NYNetworkManagement@optum.com**

Fax: **1-866-483-6254**

Phone: **1-877-614-0484**

Sincerely,

Tara Caruso
Director Provider Relations (NY, NJ, CT and VT)
Behavioral Network Services