Optum | United Healthcare Community Plan

Nebraska Heritage Prior Authorization Provider FAQs

Which documents should I attach to the request form?	An updated Assessment and the member-specific treatment plan
Is the MRO form required?	The MRO form is not required. You can, however, include it as an attachment in the submission.
Do I need to log in to complete request form?	No login is required to complete the authorization request form.
Is there a maximum number of CSS units that can requested per month?	Due to the unit limit per 180 days, please do not exceed a request of 24 units per month.
How early can I request authorization prior to the initial start of treatment?	Please submit request within 1 week of completing Assessment and no more than 1 week prior to admission.
How early can I request a continued stay auth?	Please submit up to one week prior to needing additional units.
What if all units are not used prior to the expiration of the authorization?	You can email stem.ca.admin@optum.com and indicate that you are requesting and auth end-date extension. This will only give more time on the previous authorization. No units will be added.
For ACT requests, where do I include the transition readiness scale?	Please include this in the attachments section of the submission.
If authorization is approved, how will I receive the authorization information?	Authorization information will be given telephonically using the contact number on the request form. Additionally, you can check all authorization information using LINK. Faxes will not be sent for approval cases.
If a partial denial is issued, can I ask for additional sessions with the authorized units have run out?	Additional sessions will only be granted outside of the appeal process if the member's clinical presentation has changed. If the clinical presentation has changed submit a new request for authorization and attach documentation of those changes.
After completing the form will we receive a submission confirmation?	An automated popup response will occur indicating confirmation of the submission.
What if a client needs additional sessions before the end date of the current authorization?	Submit request for additional units via the portal. Document progress per your protocols. We do look at progress as a component of medical necessity so please include any information you feel important for us to know when you complete the online submission.
Our administrative staff manages the authorization process today, can they continue to submit the online form?	First and foremost, the person completing the online form should be someone who is allowed access to the clinical necessary to complete the form as outlined in HIPAA regulations. While anyone with providerexpress.com access can submit the online form, we recommend the person completing the online form knows enough clinical information to accurately respond to all of the form questions.
Is an ISP required when submitting an initial request?	For the initial request the ISP is not expected, however if you do a provisional ISP or provisional treatment plan please attach that with the submission.
What should I do if a client has a change in clinical presentation and additional sessions are needed?	If the clinical presentation has changed submit a new request for authorization and attach documentation of those changes. Please email stem.ca.admin@optum.com to inform of portal submission for new clinical presentation.

Can a submission be edited after it has been submitted?	Once a submission has been completed it cannot be edited. If additional/revised information needs to be included complete a new submission and send email to stem.ca.admin@optum.com to let us know two submissions have been completed.
Should I request the total number of units needed for the entirety of the service or the number needed per month?	Request the number of units needed for month.