



---

## 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.