

A UnitedHealthcare Company

## Acute Inpatient, Post-Acute Inpatient and Post-Discharge Services for Peoples Health Patients Authorization and Ordering Process

An order and supporting clinical information are required for patient services, as is authorization for any service requiring precertification. As part of our integration with the UnitedHealthcare claims system, **we have new processes for providing this information, as outlined below.**

### Providing Acute Inpatient Services or Requesting Level of Care Changes

To notify of an inpatient admission or request a level of care change (e.g., transitioning from inpatient services to observation services or vice versa or transitioning from an outpatient procedure to an inpatient or observation stay):

- Notify Peoples Health by 6 p.m. on the next business day (defined as Monday through Friday, including holidays) of an unscheduled emergency department admission or level of care change.
  - **If the patient is presenting for a scheduled inpatient procedure, you must submit the CPT code(s) for the procedure(s).**
- Provide clinical information to support medical necessity when notification is made or no later than 24 hours after the notification call. Supporting information is not required if Peoples Health has access to the facility's electronic medical records.
- Submit an authorization request via the UnitedHealthcare Provider Portal at [uhcprovider.com](https://uhcprovider.com), under the **Prior Authorizations** tab. Choose **Create a new prior authorization submission**.
  - For more about the information required on an authorization request, see Chapter 7, page 80, of the 2024 UnitedHealthcare Care Provider Administrative Guide for Commercial and Medicare Advantage.
- Alternately, fax the authorization request and supporting clinical information to the Peoples Health medical management department at 1-866-464-5709.
- If admission notification is not received or an authorization request and adequate clinical information are not submitted by the above time frames, an administrative denial will be issued for the admission, resulting in nonpayment of all hospital claims for the admission.
- Note: When a request and supporting clinical information is submitted through the UnitedHealthcare Provider Portal, the submission serves as notification.
- Once authorization is provided via the UnitedHealthcare Provider Portal, services may be rendered. It may take up to 15 days for a decision to be made. Refer to the portal to check authorization status.
- Concurrent reviews are required, and clinical information should be submitted **every two days** through the UnitedHealthcare Provider Portal, in the **Clinical notes** section of the authorization.

### Ordering Post-Acute Inpatient Services and Post-Discharge Services

*Sending orders to a facility or provider in the Peoples Health network ensures the lowest patient cost.*

Issue an order for post-acute inpatient services (SNF/LTAC/rehab) in one of these ways:

1. Send the order and supporting clinical information to a servicing facility to determine acceptance.
2. The referring provider or the servicing provider must submit an authorization request through the UnitedHealthcare Provider Portal, with the order and supporting clinical information attached to the request.
  - Alternately, fax the request, order and supporting clinical information to the Peoples Health medical management department at 1-866-464-5709.
  - Note: If a servicing facility is not available or determined, continue to submit the information and it will be reviewed for medical necessity while a facility is located.

When issuing an order for post-discharge services (DME, outpatient services, etc.):

- Send the order and supporting clinical information to the servicing provider or vendor of choice. **Do not send orders and supporting clinical information to Peoples Health.**



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- If you give the order to the patient, you are still required to supply supporting information to the servicing provider or vendor once identified.
- The servicing provider or vendor is responsible for obtaining authorization for the service if authorization is required.

For more information, refer to the [2024 UnitedHealthcare Care Provider Administrative Guide for Commercial and Medicare Advantage](#), available at [uhcprovider.com](https://uhcprovider.com) under **Resources**.

We appreciate your patience and cooperation during this transition. To submit an authorization request by phone, call the Peoples Health medical management department at 1-877-346-5707. If you have benefit questions or need other assistance, call provider services at 1-877-842-3210.