

## Outpatient Services for Peoples Health Patients Ordering and Authorization 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.**

### Ordering Providers

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

When issuing an order:

- 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.**
- 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.

### Servicing Providers or Vendors

When preparing to provide services:

- Obtain a service order from the ordering provider, either directly or through the patient.
- Also obtain supporting clinical information from the ordering provider and ensure that you have any other details necessary to fulfill Medicare requirements for the provision of services.
- If the service requires prior authorization, submit an authorization request through the UnitedHealthcare Provider Portal at [uhcprovider.com](https://uhcprovider.com), under the **Prior Authorizations** tab.
  - Use the **check by member** tool to see if prior authorization is needed.
  - A PDF of codes that require authorization is also available. Visit the [Advance Notification and Clinical Submission Requirements](#) page and click **UnitedHealthcare Medicare Advantage, UnitedHealthcare West Medicare Advantage, and UnitedHealthcare Dual Complete/Peoples Health Prior Authorization Requirements**. Choose the file link under Current Prior Authorization Requirements.
  - Attach the order and supporting clinical information to the request.
  - 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.
- 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.

For more information, refer to the [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.