

UnitedHealthcare Commercial Clinical Pre-Service Expedited or Urgent Appeals Process

Frequently Asked Questions

Key Points

- The definition of an expedited or urgent appeal can vary based on state and federal mandates and/or accreditation standards.
- A member or the member's authorized representative may request a clinical pre-service expedited or urgent appeal.
- Pre-service expedited or urgent appeals should be submitted to the appropriate fax number.
- Faxing a pre-service expedited or urgent appeal to the correct fax number can help avoid delays.

Overview

UnitedHealthcare offers a clinical pre-service expedited or urgent appeal process for clinical pre-service appeals that need a faster appeal decision. A good time to use this service is if delay could cause severe pain to your patient or if a delay in treatment could seriously jeopardize their life or health.

Frequently Asked Questions and Answers

Q1. What qualifies as an expedited or urgent appeal?

A1. The criteria for determining if a clinical pre-service appeal will be handled as expedited or urgent can vary based on state and federal mandates and/or accreditation standards. Considerations include whether a delay in treatment could seriously jeopardize the life or health of the patient and/or could cause severe pain and cannot be adequately managed.

Q2. Who can submit a pre-service expedited or urgent appeal?

A2. Your patient or your patient's authorized representative – including a physician or other health care professional – may request a clinical pre-service expedited or urgent appeal.

Q3. How do I submit a pre-service expedited or urgent appeal?

A3. If you or your patient receives a pre-service claim or clinical denial letter and your patient meets the criteria for a clinical pre-service expedited or urgent appeal, please read the instructions in the denial letter, and fax the appeal to the designated urgent fax number as outlined in the following chart. Please put the words “**URGENT**” or “**EXPEDITED**” in **bold** at the top of the letter or on the fax cover sheet, and provide contact information including the name and phone number of the care provider office staff member who can answer additional questions. Doing this will help UnitedHealthcare respond to pre-service expedited or urgent appeals more quickly. To avoid unnecessary delays, pre-service expedited or urgent appeals should **not** be mailed.

UnitedHealthcare Commercial <i>Expedited or Urgent Appeals Fax Numbers</i>			
Provider/ Insurer	Medical	Pharmacy	Behavioral Health
All Savers Insurance Company	920-661-9981	920-661-9981	920-661-9981
Harken Health Insurance Company	844-518-7413	844-518-7413	844-518-7413
Mid-Atlantic Region Mid-Atlantic Health Plan	801-994-1083	801-994-1058	855-312-1470
Mid-Atlantic Region Maryland Individual Practice Association, Inc. Optimum Choice Inc.	801-994-1083	801-994-1058	855-312-1470
Neighborhood Health Partnership, Inc.	801-994-1083	801-994-1058	855-312-1470
Oxford Health Plans	877-220-7537	801-994-1058	855-312-1470
River Valley Health Plans	801-994-1083	801-994-1058	855-312-1470
Sierra Health Plan	702-266-8813	702-266-8813	702-266-8813
UnitedHealthcare West	800-346-0930	800-346-0930	855-312-1470
UnitedHealthcare Commercial	801-994-1083	801-994-1058	855-312-1470
UnitedHealthcare Life Insurance Company	920-661-9981	920-661-9981	855-312-1470
UnitedHealthOne/Golden Rule	920-661-9981	920-661-9981	855-312-1470

Q4. Can I use the expedited or urgent fax numbers for post-service or non-urgent appeals?

A4. No, the expedited or urgent fax lines listed in this document should be used for pre-service expedited or urgent appeals only. All post-service and non-urgent appeals for medical, pharmacy, behavior health or other types of claims should be handled using the standard appeals process.

If your request doesn't fit the guidelines for expedited or urgent appeal, please follow our standard appeals process, sending your information to the appropriate fax number on the following chart.

UnitedHealthcare Commercial <i>Standard</i> Appeal Fax Numbers			
Provider/Insurer	Medical	Pharmacy	Behavioral Health
All Savers Insurance Company	317-715-7648	317-715-7648	317-715-7648
Harken Health Insurance Company	844-518-7413	844-518-7413	844-518-7413
Mid-Atlantic Region Mid-Atlantic Health Plan	801-938-2100	801-994-1058	855-312-1470
Mid-Atlantic Region Maryland Individual Practice Association, Inc. Optimum Choice Inc.	801-994-1345	801-994-1083	855-312-1470
Neighborhood Health Partnership, Inc.	801-994-1106	801-994-1058	855-312-1470
Oxford Health Plans	877-220-7537	801-994-1345	855-312-1470
River Valley Health Plans	888-205-1565	801-994-1058	855-312-1470
Sierra Health Plan	702-266-8813	702-266-8813	702-266-8813
UnitedHealthcare West	866-704-3420	866-704-3420	855-312-1470
UnitedHealthcare Commercial	801-938-2100	801-994-1345	855-312-1470
UnitedHealthcare Life Insurance Company	317-715-7648	317-715-7648	855-312-1470
UnitedHealthOne/Golden Rule	317-715-7648	317-715-7648	855-312-1470

Q5. What is the mailing address for standard appeals?

A5. Please reference the denial letter received by the member to ensure you use the correct mailing address pertaining to each member standard appeal.

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