

Continuity of Care for Dual Choice Program

Per the UnitedHealthcare contract with the Department of Health Care Finance, we will adhere to the continuity of care period requirements. This will help ensure that UnitedHealthcare Community Plan enrollees continue to have access to Medicaid and long-term services and supports (LTSS) services and can safely maintain their placement in the community.

We will authorize the continuation of all Medicaid and LTSS services in the amount, duration and scope previously authorized and in place on Jan. 31, 2022. This continuation will be in effect for 180 days, or through the end date of such authorizations or the end of a nursing facility level-of-care (LOC) span, whichever is later. Providers who are not in our network will be paid according to the Medicaid fee schedule during this period.

Providers will need to submit claims directly to UnitedHealthcare. For questions about how to submit claims, please call Provider Services at **888-350-5608**.