



UnitedHealthcare Community Plan Member Authorization Updates

If you're not seeing all of your active authorizations when you're verifying the eligibility of UnitedHealthcare Community Plan of Florida members, it may be because the Florida's Agency for Health Care Administration Medicaid contracts are changing in certain regions. These new contracts are creating new subscriber IDs for members and may affect how authorizations are listed online.

This means that when you verify eligibility, their authorizations may still be active but may not show up as active authorizations immediately following the contract change. We're working to load authorizations for members under the new contract as quickly as possible after the regional contract change.

Continuity of Care

To help ensure that UnitedHealthcare Community Plan of Florida members receive the care, services and equipment they need, we'll honor current authorizations for 60 days following the regional contract change, or until a new authorization is loaded into our system under the new contract. We're also honoring valid authorizations for members who may be new to UnitedHealthcare Community Plan of Florida in those regions during this 60-day continuity of care period.

The contract for UnitedHealthcare Community Plan of Florida's Long Term Care plan will be changing for these regions on these dates:

- Region 11 on Dec. 1, 2018
- Region 6 on Jan. 1, 2019
- Regions 3 and 4 on Feb. 1, 2019

Verifying Valid Authorizations

You can verify a member's authorization status at **UHCprovider.com/priorauth**. When you search for the member, use their Medicaid ID or their name and date of birth to see the most current information.

We're Here to Help

If you have any questions, please contact your Senior Provider Relations Advocate or call us at **800-791-9233**. We appreciate your uninterrupted service to our members. Thank you.