

COVID-19 temporary prior authorization changes

UnitedHealthcare Community Plan of Maryland

Effective Jan. 7 to Feb. 4, 2022, UnitedHealthcare is temporarily suspending prior authorization requirements for in-network hospitals and skilled nursing facilities (SNFs) in Maryland and Washington, D.C. for certain members due to an overwhelming increase in COVID-19-related emergency department visits, admissions and transfers.

These specific adjustments in Maryland and Washington, D.C. apply to UnitedHealthcare Community Plan of Maryland HealthChoice plan members and include:

- **SNF prior authorization:** We're suspending post-acute prior authorization requirements for admission to in-network SNFs
- **Transfer prior authorizations:** We're suspending prior authorization requirements when a member transfers to a new in-network facility
- **COVID-19-related oxygen requests:** As a reminder, for orders **involving COVID-19-related oxygen requests**, oxygen can be delivered without prior authorization and does not need to meet current clinical criteria
- **Discharge and post-care assistance:** If your team needs assistance with discharge planning or finding post-acute care for patients with complex needs, please email COVID-19dischargeplanning@uhc.com
- **Inpatient concurrent review requirements:** Administrative authorization denials for inpatient concurrent review requirements will be waived for failure to submit clinicals within required time frame. Inpatient concurrent review clinical submissions will be accepted up to 180 days of discharge from the admitting facility.

After **Feb. 4, 2022**, we may conduct selective retrospective reviews for services rendered during this time period. **Admission notification within 1 business day is still required during this time**, in alignment with the current protocol to support you in arranging post-admission care or other support services, if needed.

In most cases, notification of inpatient admission is provided to UnitedHealthcare by the hospital or facility through the UnitedHealthcare Provider Portal or an EDI 278N transmission that requires no intervention on the part of your staff.

Next steps

We'll continue to evaluate these measures based on current conditions and state guidance. For the most up-to-date information on our other efforts related to COVID-19, visit UHCprovider.com/COVID19.

Questions?

If you have questions, please contact your facility advocate.