

UnitedHealthcare Medical Management Program Extension – COVID-19

UnitedHealthcare Community Plan of New Jersey

This announcement is applicable to:

- Hospitals in Trenton – Princeton, New Jersey (MSA*)
- New Jersey hospitals in the New York-Newark-Jersey City and NY-NJ-PA metropolitan statistical area (MSA*)

During the COVID-19 national public health emergency period, UnitedHealthcare temporarily suspended select utilization management requirements for hospitals that were most impacted by an overwhelming increase in Emergency Department visits and admissions. We chose to take these steps to help hospitals that experienced a sharp increase in admissions, in the hardest-hit MSAs. The suspended requirements, relaxed timelines and dedicated support resources were communicated directly to you as one of the impacted hospitals. **To continue to support you, we're extending these medical management program changes through June 18, 2020.**

We recently announced some COVID-19 related changes to [prior authorization requirements](#) that apply for all hospitals nationally. The additional specific adjustments to our medical management program for the MSA applies to UnitedHealthcare Medicaid health plan customers through June 18, 2020. They include:

- **Acute inpatient admissions:**
We are suspending prior authorizations, level of care and length of stay concurrent reviews.
- **No medical record requests:**
We are suspending all requests for medical records during the time period, unless they are needed to process a claim for payment or make an appeal determination.
- **Discharge and post-care assistance:**
Please email COVID-19dischargeplanning@uhc.com if your team needs any assistance with discharge planning or finding post-acute care for patients with complex needs.

After June 18, 2020, we may conduct selective retrospective reviews for services rendered during this time period. Admission notification is still required during this time, in alignment with current protocol to support you, if needed, to arrange care post admission or otherwise. In most cases, notification of inpatient admission is provided to UnitedHealthcare by the hospital via Link or an EDI 278N transmission that requires no intervention on the part of your hospital staff.

For questions, please contact David Britchkow, M.D., UnitedHealthcare Market Chief Medical Officer, at david.britchkow@uhc.com or 763-361-4647. For the most up-to-date information surrounding our other efforts related to COVID-19, please visit UHCprovider.com/covid19.

We will continue to monitor guidance issued by regulatory authorities and will keep you posted as the COVID-19 crisis continues to evolve. As dedicated workers on the front lines of this pandemic, we deeply appreciate your efforts to fight this virus. Thank you for all you're doing.

*MSA as defined by the [Office of Management and Budget](#). This announcement applies to the following New Jersey counties: Bergen, Essex, Hudson, Hunterdon, Mercer, Middlesex, Monmouth, Morris, Nassau, Ocean, Passaic, Pike, Somerset, Suffolk, Sussex, Union.