

Critical timelines for prior authorization of private duty nursing (PDN)

UnitedHealthcare Community Plan of Texas

The Texas Health and Human Services Commission (HHSC) has updated deadlines related to prior authorization requests for PDN with incomplete or insufficient information. To avoid delays, submit a complete request with all essential information (EI), including required clinical documentation.

Request timelines you will need to know

- **Initial prior authorization: within three business days of the start of care**
A complete request is defined within the Texas Medicaid Provider Procedures Manual (TMPPM) section 4.1.4.5. To review this section, go to [TMHP.com](https://www.tmhp.com) > [Medicaid Provider Manual](#).
- **Current authorization recertification: at least 7, but no more than 30, calendar days before expiration**
A complete request for recertifications is defined within the TMPPM section 4.1.4.9. To review this section, go to [TMHP.com](https://www.tmhp.com) > [Medicaid Provider Manual](#).)
- [Additional information about the new prior authorization timelines](#)
- [Information about prior authorization](#)
- [List of essential information \(EI\)](#)

You will hear from us within three business days

- **If your request is complete**, we'll send you and the member our determination decision. Requests received after 5 p.m. CT will be considered as being received the next business day.)
- **If your request is incomplete**, we will send you a letter detailing the clinical information needed. Submit missing information to us within **3 business days** of receiving the letter. We'll make a determination decision within **10 business days** of receiving the initial incomplete authorization request.

We're here to help If you have questions, please call us at 888-887-9003, from 8 a.m. to 6 p.m. Central Time, Monday through Friday.