

# New prior authorization process for certain therapy services

Effective Oct. 1, 2021, you'll follow a new process and submit your prior authorization request to UnitedHealthcare for all occupational therapy (OT), physical therapy (PT) and speech therapy (ST) services for UnitedHealthcare Community Plan of Texas members in:

- Children's Health Insurance Program (CHIP)
- State of Texas Access Reform (STAR)
- STAR+PLUS
- STAR Kids
- UnitedHealthcare Connected™ (Medicare-Medicaid Plan)

## Submit your requests online or by fax

- **Online:** Use the Prior Authorization and Notification tool at [UHCprovider.com/paan](https://UHCprovider.com/paan)
- **Fax: 877-940-1972**  
The fax request form is at [UHCprovider.com/TXcommunityplan](https://UHCprovider.com/TXcommunityplan) > **Prior Authorization and Notification** > Prior Authorization Forms and Documentation Supporting Medical Necessity > Texas Standard Prior Authorization Request Form for Health Care Services

## More information

- [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth)
- You can find the list of services that are subject to prior authorization requirements at [UHCprovider.com/TXcommunityplan](https://UHCprovider.com/TXcommunityplan) > **Prior Authorization and Notification** > UnitedHealthcare Community Plan Prior Authorization Requirements
- OptumHealth Physical Health care professionals can see updated UnitedHealthcare Community Plan summaries at [myoptumhealthphysicalhealth.com](https://myoptumhealthphysicalhealth.com) > Tools & Resources > Plan Summaries

## We're here to help you

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If you have questions, please contact UnitedHealthcare Provider Services at **888-887-9003**, 8 a.m.–6 p.m. Central Time, Monday–Friday. Thank you.