

Reminder: Automatic prior authorization extensions ended Dec. 31, 2020

UnitedHealthcare Community Plan of Texas

Effective Dec. 31, 2020, Texas Health and Human Services Commission (HHSC) and the Texas Medicaid & Healthcare Partnership (TMHP) [no longer allow automatic prior authorization extensions](#).

Authorizations set to expire before Dec. 31, 2020, are usable for 90 days from their expiration date for all members in:

- CHIP
- STAR
- STAR Kid
- STAR+PLUS
- UnitedHealthcare Connected® (Medicare-Medicaid Program)

We've already updated authorization expiration dates for Long-Term Services and Supports (LTSS) services, so these authorizations won't extend further than their current expiration dates without a new authorization.

Requesting new prior authorization

If you need to extend an authorization that ended on or after Jan. 1, 2021, you must request a new prior authorization. For more information, go to UHCprovider.com/TXcommunityplan > [Prior Authorization and Notification](#).

To help ensure continuity of services for authorizations that were extended before Dec. 31, 2020, please request a new prior authorization as soon as possible. After March 31, 2021, if you do not have an authorization with a current date of service, your claim will be denied.

Electronic visit verification

If your LTSS services require the use of electronic visit verification (EVV), and you haven't received an updated authorization, please contact the member's service coordinator.

Billing

You're still responsible for including the required documentation when submitting claims. Services continue to be subject to retrospective review for medical necessity and are eligible for recovery if services are found to be not medically necessary.

Temporary COVID-19 provisions

Other temporary provisions put in place to help support patients and health care professionals during the COVID-19 public health emergency are continuing. You can find more information from [HHSC](#), [TMHP](#) and [UnitedHealthcare](#).

We're here to help you

If you have any questions, please contact your Physician Advocate or call us at 888-887-9003, 8 a.m.–6 p.m., Monday–Friday. Thank you.