

Medicare Advantage

Prior authorization for home health services

Effective February 1, 2023, UnitedHealthcare will require prior authorization for home health services with service dates on February 1 or after for members enrolled in UnitedHealthcare® Medicare Advantage and Dual Special Needs Plans in Maine, Nebraska, Oklahoma, Rhode Island, Tennessee, Utah & Wisconsin.

UnitedHealthcare will be delegating prior authorization for home health services to naviHealth for plans in Maine, Nebraska, Oklahoma, Rhode Island, Tennessee, Utah & Wisconsin.

Plans that are out of scope for this new requirement include:

- UnitedHealthcare Commercial
- UnitedHealthcare Community
- Institutional Special Needs Plans (I-SNP), Institutional Equivalent Special Needs plans (I-ESNPs)
- Long-Term Support Services Fully Integrated Dual Eligible Plans (i.e., FIDE and MMP)
- Delegated provider medical groups

For states and plans not mentioned, current existing requirements and processes remain unchanged.

Important points

- You do not need to request an authorization for in flight cases on Feb. 1. All in process home health services as of Feb. 1 may continue and do not require Navi Health's review or prior authorization until a recertification or resumption of care is needed
- Start-of-Care visits will not require preauthorization — you can perform a comprehensive evaluation of your patient in their home setting. This visit should be conducted before contacting naviHealth.
- After the Start-of-Care visit, providers must contact naviHealth for authorization for all subsequent services with dates of service on or after February 1, including:
 - Continuation of care requests
 - Resumption of care requests
 - Recertifications
- If you do not obtain authorization from naviHealth before services are rendered, claims may be denied
- naviHealth is also delegated for utilization management & prior authorization for home health services for Medicare Advantage plans and DSNP in the following states:

Alabama, Arkansas, Colorado, Connecticut, Florida, Georgia, Indiana, Kentucky, Ohio, South Carolina and Texas

Completing the initial authorization process

You can request authorization using the naviHealth **nH Access – naviHealth** online portal, and you will receive an electronic notification of your request status via the portal. Portal requests are the preferred

method for authorization requests, but if needed, naviHealth can accept requests by faxing the standardized cover sheet and documentation to **888-815-1808**. Regardless of the method of submission, you will be required to submit the following information upon initial review:

- Provider demographic information
- Member demographic information
- Attestation to member meeting Centers for Medicare & Medicaid Services (CMS) criteria for home health eligibility
- Name of ordering physician
- Member primary diagnosis
- CMS-485 form/signed plan of care by ordering physician (or verbal start of care order with signed 485 to follow when completed)
- Start of Care OASIS will be required within 7 days of initial authorization to support the authorization request
- Initial therapy evaluation within 7 days of the initial authorization request

Completing a continuation of care request

- Continuation of care requests for authorization can be made through the naviHealth [nH Access online portal](#) by faxing one of the standardized cover sheets to 888-815-1808
- Regardless of the method of submission, you will be required to submit clinical documentation to support medical necessity criteria. This documentation includes:
 - Start of care OASIS (if not already submitted)
 - Last 2 visit notes per discipline involved
 - Any other relevant clinical documentation

What happens next?

Watch for an email from connect@navihealth.com for an opportunity to register for a webinar with details about what's changing and the support for the patient journey that's available as a result of this collaboration. Attending a webinar can help ensure a smooth transition for you, your teams and our members. If you have questions, please email info@navihealth.com