

Doctors Plan Prior Authorization Process

Delegated and Non-Delegated Services

For Doctors Plan in Northern California, UnitedHealthcare has delegated prior authorizations for some services to the IPAs/Medical Groups within Canopy Health. The following information provides an overview of how to request prior authorization and where to submit your request.

Requesting prior authorization

To request prior authorization, first determine whether the service should be reviewed by the IPA/Medical Groups or UnitedHealthcare. You can find this information by viewing the [Doctors Plan Prior Authorization List](#).

For services reviewed by the IPA/Medical Group:

- Review the member's ID card or use Eligibility and Benefits on Link to identify the IPA/Medical Group listed below the member's PCP name. Sign in at UHCprovider.com/eligibilityLink.
- Submit your request to the Utilization Management (UM) department of the IPA/Medical Group listed on the member ID card (below the PCP's name) or use [Eligibility and Benefits on Link](#).
- Please refer to the table below for instructions on how to submit the prior authorization request to the IPA/Medical Group listed on the member's ID card.

For services reviewed by UnitedHealthcare:

- Use Prior Authorization and Notification on Link. Sign in at UHCprovider.com/paan.
- If you're unable to use Prior Authorization and Notification on Link, call Provider Services at **877-842-3210** to submit your request by phone.
- For more information about prior authorization, go to UHCprovider.com/priorauth.

Requesting prior authorization from the IPAs/Medical Groups within Canopy Health

For services reviewed by the IPA/Medical Groups, identify the name of the IPA/Medical Group located below the PCP name on the member's ID card and follow the submission instructions shown below for that IPA/Medical Group.

IPA/Medical Group	Group Name of ID Cards	Process	Fax Number
Dignity Health Medical Network – Santa Cruz DHMN-SC	Dignity Health Medical Network Dignity Assigned	Submit authorization by visiting https://portal.dignityhealthmso.org Click "Register/Sign Up" to create a user account.	N/A
Hill Physicians Medical Group HPMG	Hill Physicians Hill Physicians Assigned	Submit authorization request through Tapestry via Provider Portal or Fax. Provider Resources https://www.hillphysicians.com/healthcare-professionals/provider-resources	(844) 449 – 3492
John Muir Health JMH	John Muir Health John Muir Assigned	Submit authorization request via Epic or Fax.	(925) 952 - 2865
Meritage Medical Network MMN	Meritage Medical Network Meritage Assigned	Submit authorization request via MIPANet or Fax. Login at https://mipanet.marinipa.org/login.aspx Click "Sign Up" to create a user account.	(415) 475 - 4588
Santa Clara IPA SCCIPA	SCCIPA (Santa Clara County) SCCIPA Assigned	Submit authorization request through Access Express (AE). Login at https://www.ppsmi.com/login or contact the AE Help Desk at 877-258-4357 to obtain login credentials.	N/A

Doctors Plan member ID card

The member ID card shows the name of the IPA/Medical Group below the PCP name.

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.

