Prior Authorization Process Change for Certain Specialty Drugs
UnitedHealthcare Commercial Plan Outpatient Medical Benefit Injectable Medication

Effective Oct. 1, 2019, Optum®, an affiliate company of UnitedHealthcare, will start managing prior authorization requests for certain medical benefit injectable medications for UnitedHealthcare commercial plan members. This includes the following affiliate plans: UnitedHealthcare of Mid-Atlantic, Inc., Neighborhood Health Partnership and UnitedHealthcare of the River Valley. Optum offers solutions to help improve the care provider experience for transactions such as prior authorization requests.

What This Means for You
You’ll need to use a new process to request prior authorization once the existing authorization expires, or if you change the therapy. Changes in therapy include place of therapy, dose or frequency of administration. Active prior authorizations that you obtained through the old process will remain in place and require no action.

This change won’t affect notification/prior authorization for UnitedHealthcare Oxford, UMR, UnitedHealthcare Community Plan and UnitedHealthcare Medicare Advantage members until a future date. You should continue to request notification/prior authorization for these members through the existing processes until further notice.

How the New Process Works
Beginning Oct. 1, 2019, you’ll submit prior authorization requests online using the Specialty Pharmacy Transactions tool on Link.

- To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner.
- Select the Specialty Pharmacy Transactions tile on your Link dashboard. You’ll be directed to the new website we’re using to process these authorization requests.
- Complete the questions in the system, which will include basic member and care provider information, as well as clinical questions, based on our posted drug policies.
- Be sure to attach medical records, if requested.
- Learn more at UHCprovider.com/paan.

Specialty Medication Prior Authorization Requests
Please use the new process when requesting notification/prior authorization for a specialty medication listed under the injectable medications section in the commercial prior authorization requirements list, or a medication that is required to be provided by one of our designated specialty pharmacies according to the UnitedHealthcare Administrative Guide.

To view the guide, go to UHCprovider.com > Menu > Administrative Guides and Manuals > Administrative Guide for Commercial, Medicare Advantage and DSNP > 2019 UnitedHealthcare Administrative Guide. You may also contact Optum directly at 888-397-8129 to get help with prior authorization. You can submit all other injectable medication prior authorization requests through the existing process under the Prior Authorization and Notification tile on Link.

Prior Authorization and Notification Tool

Process Change Benefits
We heard you – and we designed the new process to help reduce the turnaround time for a determination. The system will document clinical requirements during the intake process and prompt you to provide responses to the clinical criteria questions. Please attach medical records, if requested.

PCA-19-00635-PH-WEB_09032019
Please register for one of the system overview training sessions and Q&A sessions so you’re prepared for this change. The training will include information on how to access and log into the system, how to complete a prior authorization request, how to review the status of your request, and more tips and tools to successfully use this new system.

Register for a Training Session

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<tr>
<th>Training Subject</th>
<th>Session 1</th>
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<th>Session 3</th>
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<tbody>
<tr>
<td>System Overview</td>
<td>September 17 10 – 11 a.m.</td>
<td>September 19 10 – 11 a.m.</td>
<td>September 23 11 a.m. – 12 p.m.</td>
<td>September 25 1 – 2 p.m.</td>
<td>September 26 1 – 2 p.m.</td>
<td>October 1 1 – 2 p.m.</td>
<td>October 4 1 – 2 p.m.</td>
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<td>Training *</td>
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<td>System Q&amp;A</td>
<td>September 26 11:30 a.m. – 12 p.m.</td>
<td>October 3 11:30 a.m. – 12 p.m.</td>
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<td>October 14 11:30 – 12 p.m.</td>
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*All times are in the Central Time Zone

We’re Here to Help
If you have questions, please contact your Network Management representative listed at UHCprovider.com > Menu > Contact Us > Find a Network Contact > Select State. For general questions, call 877-842-3210.