

# Cardiology Notification/ Prior Authorization Protocol for Commercial Plans Quick Reference Guide

We've created this quick reference guide to provide you with information about the Cardiology Notification/Prior Authorization Protocol. Notification/prior authorization helps support care experiences, outcomes and total cost of care for UnitedHealthcare commercial members.

You can verify whether notification/prior authorization is required or initiate a request online or by phone:

- Go to **UHCprovider.com/cardiology**; select the *Prior Authorization and Notification App*.
- Call **1-866-889-8054** from 7 a.m. to 7 p.m., local time, Monday through Friday. The system will enable you to continue with the request process, or respond automatically that notification or prior authorization is not needed.

## Procedures Requiring Notification/ Prior Authorization

Notification/prior authorization is required for the following procedures and CPT® codes ("Cardiac Procedures"):

### Diagnostic Catheterization

**CPT codes:** 93452, 93453, 93454, 93455, 93456, 93457, 93458, 93459, 93460, 93461

### Electrophysiology Implants

- **Pacemaker Implant CPT codes:** 33206, 33207, 33208, 33212, 33213, 33214, 33227, 33228
- **Cardiac Resynchronization Therapy CPT device codes:** 33221, 33224, 33229, 33231, 33264, CPT lead code 33225
- **Defibrillator (AICD) Implant CPT codes:** 33230, 33240, 33249, 33262, 33263, 33270

### Echocardiogram

**CPT codes:** 93303, 93304, 93306, 93307, 93308

### Stress Echocardiogram

**CPT codes:** 93350, 93351

## Places of Service Where Notification/ Prior Authorization Is Required

Cardiac Procedure	Outpatient	Office	Inpatient
Diagnostic catheterization	Required	Required	Not Required
Electrophysiology implant	Required	Required	<b>Required</b>
Echocardiogram	Required	Required	Not Required
Stress echocardiogram	Required	Required	Not Required

## Place of Service Exclusions

- Emergency rooms.
- Hospital observation units.
- Urgent care centers.
- Inpatient settings (except for electrophysiology implants).

## Excluded Benefit Plans

The Cardiology Notification/Prior Authorization Protocol doesn't apply to all UnitedHealthcare commercial plans. The following commercial benefit plans are excluded:

- UnitedHealthcare Options PPO: *Care providers are not required to follow this Protocol for Options PPO benefit plans because Members enrolled in these benefit plans are responsible for providing notification/requesting prior authorization. Exception: Care providers are required to follow this Protocol for Options PPO benefit plans for members in Colorado. These members are not responsible for providing notification or requesting prior authorization.*
- UnitedHealthOne – Golden Rule Insurance Company group number 705214 only.
- M.D. IPA, Optimum Choice, or OneNet.
- Oxford Health Plans.
- UnitedHealthcare Indemnity/Managed Indemnity.
- Benefit plans sponsored or issued by certain self-funded employer groups.

## Information Required for Notification/ Prior Authorization Requests

### 1. Member Information:

- UnitedHealthcare identification (ID) number
- UnitedHealthcare group number
- Name
- Date of birth
- Telephone number and address (optional)

### 2. Provider Information:

- National Provider Identifier (NPI) number
- Tax ID number
- Name
- Mailing address
- Area code and telephone number
- Area code and fax number
- Email address
- Office contact person

### 3. Clinical Information:

- The cardiac procedure(s) being requested, with the CPT code(s).
- The working diagnosis with the appropriate ICD code(s).
- The member's clinical condition, which may include any symptoms, listed in detail, with severity and duration; any treatments that have been received, including dosage and duration for drugs; and dates for other therapies.
- Any other information that the care provider believes will help in evaluating whether the service ordered meets current evidence-based clinical guidelines, including but not limited to, prior diagnostic tests and consultation reports.

## Retrospective Reviews

### You must call 866-889-8054 to initiate retrospective reviews.

If the ordering care provider determines that a Cardiology Procedure is medically required on an urgent basis, and a notification/prior authorization number cannot be requested because it is outside of UnitedHealthcare's normal business hours, a notification/prior authorization number must be requested retrospectively. Electrophysiology implants and diagnostic catheterizations must be requested within 15 calendar days after the date of service. Echocardiogram and stress echocardiogram procedures must be requested within two business days after the date of service.

- Documentation must include an explanation of why the service was required on an urgent basis and why notification/prior authorization could not be requested during UnitedHealthcare's normal business hours.

## Cardiology Notification/Prior Authorization Phone Options

Please call **1-866-889-8054** and follow these options:

### Request Notification/Prior Authorization:

- Select option #1 and provide the ordering physician's 10-digit NPI number.

#### After providing the NPI number, the options are:

- Select option #1 for UnitedHealthcare Commercial members and provide the requested information. Then select:
  - Option #2 for cardiac procedures including echocardiograms/ stress echocardiograms, catheterizations, and procedures for implantable devices.
  - When you call, have the study type information available.

- **New procedure:** If there is another procedure request for the same member, press option #2.
- **New patient under the same provider:** If you have additional member requests, press option #3.
- **New provider:** If you are requesting prior authorization for additional providers, press option #4.

### Verify or Check Notification/Prior Authorization Status:

- Select option #2.
- Please provide the 10-digit case number.
  - If you don't have a case number or it is invalid, press \*.

### Initiate Physician-to-Physician Discussion:

- Select option #3.
- Please provide the 10-digit case number.
  - If you don't have a case number or it is invalid, press \*.

### To speak to a Provider Services representative:

- Select option #4.
- Please provide the 10-digit case number.
  - If you don't have a case number or it is invalid, press \*.

If you have other questions after selecting option #4, here are the options:

- For questions about claims, payments, appeals or all eligibility issues, select option #1.
- For general questions regarding UnitedHealthcare Commercial members, select option #2.
- For all other inquiries, select option #5.
- To return to the main menu, select option #6.
- To repeat these options, select option #9.

## Helpful Phone Hints

- The phone system will always repeat the information entered.  
To bypass this function, enter the next required data element.
- If a typing error is made, press # to end that entry and try again.
- If the member's ID number has alpha characters, use the corresponding numeric number on the telephone key pad to enter them. Verification of the identification will be returned in the numeric format only.
- You can initiate multiple requests per call for the same member.



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