



How to Make Post-Service, Pre-Claim Modifications to an Approved Prior Authorization

At times, you may have an approved prior authorization, but realize at the time of service that you need to perform a different or additional procedure than what was originally approved. If this happens, you'll need to contact UnitedHealthcare if the CPT® code combination isn't listed in the Prior Authorization Crosswalk Table.

How to Use the Prior Authorization Code Crosswalk Table

We created the [Prior Authorization Crosswalk Table](#) to help you easily determine when an update to an approved prior authorization is needed, or if the claim will pay correctly.

- **Finding the Provider Crosswalk Table:** You can find the Prior Authorization Crosswalk Table at UHCprovider.com > Prior Authorization and Notification > Advance Notification and Plan Requirement Resources > UnitedHealthcare Commercial Plans Prior Authorization Crosswalk Table.
- **Reading the Prior Authorization Crosswalk Table:** You read the table from left to right. If you obtain a prior authorization number for a CPT code listed in the left column, and the procedure is later changed to the corresponding CPT code in the right column, you don't need to update the original prior authorization request. However, if you obtain a prior authorization for a CPT code listed in the left column, and the procedure is later changed to a CPT code not listed in the right column, you must modify the original prior authorization number request.

How to Modify Your Existing Prior Authorization Request

- If the service is medically necessary, you can make CPT code changes to an existing approved prior authorization by calling to provide us with updated clinical information.
- To submit a change, call Provider Services at **877-842-3210**.
- We'll allow changes within five business days after the service was rendered and before you submit the claim.

Out-of-Scope Services

This process doesn't apply to the following:

- Genetic and molecular testing, including breast cancer gene (BRCA) codes
- Oncology
- Radiology program
- Cardiology program
- Injectable medications, including hemophilia

Resources

For more information, please visit the following links:

- [Prior Authorization Crosswalk Table](#)
- [Radiology Prior Authorization and Notification](#)

Questions

If you have questions, please contact your UHC Provider Advocate, or email: eiccrstat@uhc.com.

Insurance coverage provided by or through UnitedHealthcare Insurance Company, All Savers Insurance Company, Oxford Health Insurance, Inc. or their affiliates. Health Plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Texas, LLC, UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc. and UnitedHealthcare of Washington, Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. or other affiliates. Administrative services provided by United HealthCare Services, Inc., OptumRx, OptumHealth Care Solutions, LLC, Oxford Health Plans LLC or their affiliates. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates.