

Support for health care professionals affected by recent storms

Our priority is making sure members have immediate and easy access to the care they need while supporting you and your practice. UnitedHealthcare is taking the following measures to help those affected by hurricanes and tropical storms.

To help us understand available health care resources for our members and how we may be able to assist you during this time, please let us know your **status**.

NEW: UnitedHealthcare is committed to assisting affected providers during this time of emergency. This **form** will allow providers to submit required information that will allow UnitedHealthcare to review and process requests for stabilization payments.

Directions: this form is for providers in areas impacted by Hurricane Helene. Please complete this **form** and email it back to the email inbox listed.

North Carolina

Scope and applicability

Benefit plans: Unless otherwise noted, these measures apply to the following UnitedHealthcare benefit plans: UnitedHealthcare Community Plan (Medicaid), UnitedHealthcare® Medicare Advantage and UnitedHealthcare commercial fully insured plans.

Dates of service: Oct. 23, 2024 – Dec. 31, 2024. The applicable date ranges are subject to change.

Regulatory requirements and guidance: UnitedHealthcare will continue to follow regulatory requirements or guidance, where applicable, if it differs from these provisions:

- **Inpatient prior authorization, notification, utilization management and referrals:** Facilities that are able to submit clinical information, prior authorization and notifications are encouraged to submit per normal processes.
- Facilities will not be penalized for failure to request authorization or provide notification if they are unable to submit clinical information regarding inpatient urgent/emergent services. Services remain subject to post-service medical necessity reviews.
 - **Applies to:** All counties
 - **Benefit plans:** UnitedHealthcare Community Plan (Medicaid)

Dates of service: Sept. 26, 2024 – Oct. 22, 2024. The applicable date ranges are subject to change.

- **Prior authorization, notification, utilization management and referrals:** For the dates set forth above, UnitedHealthcare will not require prior authorization, notification, utilization management and referrals for participating and non-participating providers. UnitedHealthcare will not require prior authorization for post-acute admissions or transfers to in-network skilled nursing facilities (SNFs). This does not apply to admissions or transfers to long-term acute care (LTAC) or acute inpatient rehab (AIR). Services remain subject to concurrent and post-service medical necessity reviews.
 - **Applies to:** All counties
 - **Benefit plans:** UnitedHealthcare Community Plan (Medicaid)

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its 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 the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates.

Dates of service: Sept. 23, 2024 – Oct. 21, 2024. The applicable date ranges are subject to change.

Regulatory requirements and guidance: UnitedHealthcare will continue to follow regulatory requirements or guidance, where applicable, if it differs from these provisions:

- **Prior authorization, notification, utilization management and referrals:** For the dates set forth above, UnitedHealthcare will not require prior authorization, notification, utilization management and referrals for participating and non-participating providers. UnitedHealthcare will not require prior authorization for post-acute admissions or transfers to in-network skilled nursing facilities (SNFs). This does not apply to admissions or transfers to long-term acute care (LTAC) or acute inpatient rehab (AIR). Services remain subject to concurrent and post-service medical necessity reviews.
 - **Applies to:** All counties
 - **Benefit plans:** UnitedHealthcare commercial plans (fully insured and self-funded), UnitedHealthcare® Medicare Advantage, UnitedHealthcare Community Plan (Medicaid)

Dates of service: Sept. 25, 2024 – Oct. 21, 2024. The applicable date ranges are subject to change.

Regulatory requirements and guidance: UnitedHealthcare will continue to follow regulatory requirements or guidance, where applicable, if it differs from these provisions:

- **Facility to facility transfers:** For the dates of service set forth above, UnitedHealthcare will not require prior authorization for facility-to-facility member transfers for same level of care, e.g., hospital – to – hospital. Services remain subject to concurrent and post-service medical necessity reviews.
 - **Applies to:** All counties
 - **Benefit plans:** UnitedHealthcare commercial plans (fully insured and self-funded), UnitedHealthcare® Medicare Advantage, UnitedHealthcare Community Plan (Medicaid)

Dates of service: Sept. 26, 2024 – Oct. 15, 2024. The applicable date ranges are subject to change.

Regulatory requirements and guidance: UnitedHealthcare will continue to follow regulatory requirements or guidance, where applicable, if it differs from these provisions:

- **Medication prior authorization:** For the dates of service listed above, UnitedHealthcare will not require prior authorization for medications prescribed for a 30-day supply.
 - **Applies to:** All counties
 - **Benefit plans:** UnitedHealthcare Community Plan (Medicaid)

Are you in North Carolina and need help because of Hurricane Helene?
Go to the [North Carolina Department of Public Safety website](#).

Información y recursos sobre el huracán Helene

¿Te encuentras en Carolina del Norte y necesitas ayuda debido al huracán Helene? Este sitio web tiene información útil: [Ir al sitio web de DPS](#).

If you have questions, please call the Provider Services number on the member's ID card.

For the latest updates, visit UHCprovider.com/disaster.

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PCA-1-24-03007-POE-WEB_10242024

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