

# 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**.

## Tennessee

### 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:** Sept. 23, 2024 – Nov. 10, 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.
- **PA Waiver – SNF level of care:** For the dates of service set forth above, 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)

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

For the latest updates, visit [UHCprovider.com/disaster](https://UHCprovider.com/disaster).

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.

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