

Acute Inpatient, Post-Acute Inpatient and Post-Discharge Services for Peoples Health Patients Authorization and Ordering Process

An order and supporting clinical information are required for patient services, as is authorization for any service requiring precertification. **The processes for providing this information are outlined below.**

Providing Acute Inpatient Services or Requesting Level of Care Changes

To notify of an inpatient admission or request a level of care change (e.g., transitioning from inpatient services to observation services or vice versa or transitioning from an outpatient procedure to an inpatient or observation stay):

- Notify Peoples Health by 6 p.m. on the next business day (defined as Monday through Friday, including holidays) of an unscheduled emergency department admission or level of care change.
 - **If the patient is presenting for a scheduled inpatient procedure, you must submit the CPT code(s) for the procedure(s).**
- Provide clinical information to support medical necessity when notification is made or no later than 24 hours after the notification call. Supporting information is not required if Peoples Health has access to the facility's electronic medical records.
- Submit an authorization request via the UnitedHealthcare Provider Portal at uhcprovider.com, under the **Prior Authorizations** tab. Choose **Create a new prior authorization submission**.
 - For more about the information required on an authorization request, see Chapter 7 of the UnitedHealthcare Care Provider Administrative Guide for Commercial, Individual Exchange and Medicare Advantage.
- Alternately, fax the authorization request and supporting clinical information to the Peoples Health medical management department at 1-866-464-5709.
- If admission notification is not received or an authorization request and adequate clinical information are not submitted by the above time frames, an administrative denial will be issued for the admission, resulting in nonpayment of all hospital claims for the admission.
- Note: When a request and supporting clinical information are submitted through the UnitedHealthcare Provider Portal, the submission serves as notification.
- Concurrent reviews are required, and clinical information should be submitted **every two days** through the UnitedHealthcare Provider Portal, in the **Clinical notes** section of the authorization.

Ordering Post-Acute Inpatient Services and Post-Discharge Services

Sending orders to a facility or provider in the Peoples Health network ensures the lowest patient cost.

Issue an order for post-acute inpatient services (SNF/LTAC/rehab) in one of these ways:

1. Send the order and supporting clinical information to a servicing facility to determine acceptance.
2. The referring provider or the servicing provider must submit an authorization request through the UnitedHealthcare Provider Portal, with the order and supporting clinical information attached to the request.
 - Alternately, fax the request, order and supporting clinical information to the Peoples Health medical management department at 1-866-464-5709.
 - Note: If a servicing facility is not available or determined, continue to submit the information and it will be reviewed for medical necessity while a facility is located.

For more about the Peoples Health review process, see the opposite side of this document.

When issuing an order for post-discharge services (DME, outpatient services, etc.):

3. Send the order and supporting clinical information to the servicing provider or vendor of choice. **Do not send orders and supporting clinical information to Peoples Health.**

4. If you give the order to the patient, you are still required to supply supporting information to the servicing provider or vendor once identified.
5. The servicing provider or vendor is responsible for obtaining authorization for the service if authorization is required.

For more information, refer to the [UnitedHealthcare Care Provider Administrative Guide for Commercial, Individual Exchange and Medicare Advantage](#), available at uhcprovider.com/guides.

We appreciate your patience and cooperation during this transition. To submit an authorization request by phone, call the Peoples Health medical management department at 1-877-346-5707. If you have benefit questions or need other assistance, call Provider Services at 1-877-842-3210.

Peoples Health Post-Acute Authorization Review Process

Initial review

A Peoples Health inpatient authorization nurse reviews the request for medical necessity:

- If criteria are met and a facility has accepted, approval is communicated to the acute facility case manager
- If criteria are not met, the case is escalated to a Peoples Health medical director for additional review
- The case is either approved or forwarded to the medical review unit (MRU)

MRU

The nurse informs the acute facility case manager that the case is being sent to MRU and offers a pre-determination peer-to-peer discussion:

- The case may be approved after further review by a Peoples Health medical director, *or*
- Sent to an external review organization for like-specialty physician review
 - If requested, the pre-determination peer-to-peer discussion occurs with the external reviewer; this is the only opportunity for a peer-to-peer discussion prior to a decision being made

Final determination

The Peoples Health medical director makes the final determination, and the inpatient authorization nurse communicates the outcome to the acute facility case manager.

If the case is denied, the decision cannot be changed. A formal appeal must be filed for the decision to be reconsidered. Appeal rights can be found on the denial notice.