

Outpatient Services for Peoples Health Patients Ordering and Authorization 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.**

Ordering Providers

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

When issuing an order:

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

Servicing Providers or Vendors

When preparing to provide services:

- Obtain a service order from the ordering provider, either directly or through the patient.
- Also obtain supporting clinical information from the ordering provider and ensure that you have any other details necessary to fulfill Medicare requirements for the provision of services.
- If the service requires prior authorization, submit an authorization request through the UnitedHealthcare Provider Portal at uhcprovider.com, under the **Prior Authorizations** tab.
 - Use the **check by member** tool to see if prior authorization is needed.
 - A PDF of codes that require authorization is also available. Visit the [Advance Notification and Prior Authorization Requirements](#) page and click the file link under **UnitedHealthcare Medicare Advantage, UnitedHealthcare West Medicare Advantage, and UnitedHealthcare Dual Complete, Peoples Health, Rocky Mougain.**
 - Attach the order and supporting clinical information to the request.
 - 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.
- Once authorization is provided via the UnitedHealthcare Provider Portal, services may be rendered. It may take up to 7 days for a decision to be made. Refer to the portal to check authorization status.

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.