

Proposed Process Changes for Substance Use Disorder Intensive Outpatient Requests

UnitedHealthcare is proposing a change to its current process regarding the handling of Substance Use Disorder Intensive Outpatient requests. We anticipate this proposed change offers an improved overall provider experience and one that integrates over multiple lines of coverage. Please review the information below and let us know if there are any questions, or a need for clarification.

The current process for requesting Intensive Outpatient (IOP) services for Substance Use Disorders:

1. Providers complete a two page form on Provider Express.
2. Providers fax or email the completed types form to UnitedHealthcare.
3. Requests are reviewed by the UnitedHealthcare clinical team.
4. Authorizations are completed and the provider is notified of the authorization by phone and by letter. This process may take up to two business days.
5. If there is a question of medical necessity, the UnitedHealthcare Clinical Team will contact the provider to further clarify or refer to a peer review.

The proposed change to the above process:

1. Providers will call the same UnitedHealthcare phone number (866-675-1607) to gain access to the dedicated IOP team (replacing step 1 and 2 above).
2. Provider will request services for intensive outpatient by answering clinical questions presented by the UnitedHealthcare clinical team (similar to the questions on the previous two page form)
3. Requests are reviewed by the UnitedHealthcare clinical team (unchanged from previous step 3).
4. Authorization or notification of a need for referral to peer review is provided in real time on the call (replacing step 4 and 5).

Benefits of the new process:

1. Turnaround time for a decision is quicker (up to two business days for current process) and if authorized, under new process, the authorization number is given immediately on the call.
2. No longer completing a two page form.

3. Improved, streamlined and simplified provider experience – one standard process regardless of plan funding (Medicaid, Medicare, and Commercial policies).

(Providers will be notified of upcoming training opportunities to address the changes)