



Provider Alert

Home and Community Based Services (HCBS) Providers for New York Under 21 Medicaid Members

Beginning October 1, 2019, the UnitedHealthcare Community Plan current benefit package will cover Home and Community Based Services (HCBS) for children and youth under 21 years old who are enrolled in our plan.

You must register care for every waiver child transitioning to UnitedHealthcare to avoid payment disruption and interruption of service. Authorization is required regardless of network status.

Pathways for submission of HCBS service request (both in and out-of-network):

Electronic: Submit Prior Authorization and Notification (PAAN) and supporting documentation, including NYS SUD Notification Documents, through the Prior Authorization and Notification Tool located at uhcprovider.com

uhcprovider.com > Health Plans by State > New York > UnitedHealthcare Community Plan of New York home page > Prior Authorization and Notification > Prior Authorization and NotificationTool

Quick Reference Guide and Other Helpful Resources and Videos and Training to assist in the transition can be found at uhcprovider.com

Telephonic: Requests for services that require authorization and notification (includes both prior authorization requests and concurrent review requests) can be obtained by calling:

Toll-free line: **1-866-362-3368** (as listed on the back of the Member card)

When prompted:

- Enter TIN
- Select "Care Notifications and Prior Authorizations"
- Enter UHC Member ID (as listed on front of the Member's ID card)
- Enter Member DOB
- Select "Mental Health"

Escalated HCBS Provider Concerns and Questions:

Ariel Rios, HCBS Administrator

Email: ariel.rios@uhc.com

Phone: 1-800-548-6549 ext: 67393

Please contact Network Management if you have any questions (email strongly preferred):

Email: NYNetworkManagement@optum.com Fax: **1-866-483-6254**

Phone: **1-877-614-0484**