



Memorandum

Date: November 19, 2020

To: Crisis Residence Providers

From: United Healthcare Community Plan

Subject: Crisis Residence Claims Testing

On behalf of United Healthcare Community plan, I am writing to invite your organization to participate in claims testing for the new Crisis Residence services. Our intent is to test all aspects of the claims adjudication process to ensure a smooth transaction.

Effective December 1, 2020 the following services will be covered under managed care:

- Children's Crisis Residences (Under 21)
- Residential Crisis Support (18 and over)
- Intensive Crisis Residence (18 and over)

If your organization is interested in participating in this exciting claim testing opportunity, please respond via email to Heidi_Hopkins@optum.com.

If you have any questions, please contact Network Management at the above e-mail.