

Requesting Prior Authorization for Certain Therapy Services

Physical, Occupational and Speech Therapy Services

Beginning with dates of service of **Nov. 1, 2019**, we're revising our prior authorization requirements for certain physical, occupational and speech therapy services for UnitedHealthcare Community Plan members.

We outline the complete prior authorization request requirements in our utilization review guidelines at UHCprovider.com/TXcommunityplan > [Bulletins and Newsletters](#) > Prior Authorization Policy Change for Speech, Occupational and Physical Therapy Services.

Submitting requests directly to us allows you to track the progress of your requests, and gives you more time to spend with your patients. This applies to members in:

- Children's Health Insurance Program (CHIP)
- State of Texas Access Reform (STAR)
- STAR+PLUS
- STAR Kids
- UnitedHealthcare Connected Texas (Medicare-Medicaid Plan)

Prior Authorization Requirement Changes

For dates of service on or after Nov. 1, 2019, we're updating our prior authorization requirements for speech, occupational and physical therapy services. These changes include:

- All initial therapy evaluations will require prior authorization. Prior authorization continues to be required for re-evaluations and therapy visits.
- Additional documentation will be required as part of the prior authorization process for physical, occupational and speech therapy services.

You can find the list of services that are subject to prior authorization requirements at UHCprovider.com/TXcommunityplan > [Prior Authorization and Notification](#) > UnitedHealthcare Community Plan Prior Authorization Requirements.

Need More Help?

UHC On Air has on-demand video broadcasts created specifically for you with information on requesting prior authorization, clinical coverage criteria, and documentation requirements.

- To access UHC On Air:
 - Sign in to Link by clicking on the Link button in the top right corner of UHCprovider.com.
 - Select the UHC On Air tile from your Link dashboard.
 - Choose the Texas channel to find the UnitedHealthcare Community Plan programming

We'll also be holding in-person training for care providers. When more information is available, we'll post it to UHCprovider.com/TXcommunityplan.

We're Here to Help

If you have questions, please call **888-887-9003** from 8 a.m. to 6 p.m. Central Time, Monday through Friday. You can also contact your Physician Advocate directly. Thank you.