

Prior Authorization Clarification: Therapy Services



UnitedHealthcare Community Plan in Texas is sharing this information from the Texas Health and Human Services Commission so you know what's required when requesting prior authorization for Therapy Services.

Please review the following information when you need to request prior authorization for occupational, physical and speech therapy services, including reevaluations that may overlap with an existing approved therapy service.

Therapy Prior Authorization

When you request prior authorization for occupational, physical and speech therapy services, we'll approve the request for a specific period of time when it's considered medically necessary. A member will only have one approved prior authorization at a time for a set of services from a care provider, and each approved prior authorization is for a specific period of time.

If you submit a request to update an already approved time frame, or for therapy services that overlap an already approved time period, we'll either:

- Modify the previously approved prior authorization so it ends on the day prior to the new prior authorization start date and we'll update the number of visits allowed on the previous prior authorization.
- Create a new prior authorization to begin after the end date of the previously approved prior authorization. This wouldn't affect the previous authorization.

It's your responsibility to confirm an approved prior authorization is in place before providing services. It's also your responsibility to confirm the service you're providing matches the approved prior authorization on the portal.

The prior authorization portal will include the updated information on any modification that has been made prior to the date of service of the therapy. For more information on verifying prior authorization, visit UHCprovider.com > [Prior Authorizations and Notification Resources](#).

Reevaluations

Therapy service reevaluations should be done to determine if treatment plans are effective. If you request a reevaluation while the member already has a treatment prior authorization in place, the current prior authorization for therapy services may be adjusted to show a new start date of treatment.

Reevaluation doesn't require its own prior authorization if the previously approved prior authorization has remaining units that can be used for the reevaluation. However, the results of a reevaluation will require a new prior authorization if it alters the treatment plan and expected outcomes.

Questions?

For more information, go to tmhp.com > Providers > Medicaid Provider Manual > [Texas Medicaid Provider Procedures Manual](#) > Physical Therapy, Occupational Therapy, and Speech Therapy Services Handbook. Or, go to UHCprovider.com/TXcommunityplan > [Care Provider Manuals](#) > Texas.

We're Here to Help

If you have questions, please contact your Provider Advocate or call Customer Service at **888-887-9003**, 8 a.m. to 6 p.m. Central Time, Monday through Friday. Thank you.

UnitedHealthcare Community Plan is the trade name of UnitedHealthcare Insurance Company in the Texas Health and Human Services Commission's STAR+PLUS Central and Northeast Medicaid Rural Service Areas. UnitedHealthcare Community Plan is the trade name of UnitedHealthcare Community Plan of Texas LLC in the following service delivery areas: Jefferson, Harris, Hidalgo, Nueces and Travis.

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