

Prior Authorization for Home Health Services for Medicare Advantage

Effective Jan 1, 2023, Advantage Plus Network–Connecticut, a partnership of Optum and Hartford HealthCare, will require prior authorization for home health services with service dates on January 1 or after for members enrolled in UnitedHealthcare® Medicare Advantage Plans who reside and receive services in Connecticut.

The visits included in the prior authorization will be:

- Continuation of care
- Resumption of care (ROC)
- Additional services
- Recertification

Note: Start-of-care (SOC) visits do not require prior authorization.

Impacted plans

This new process will apply to members enrolled in Medicare Advantage plans who reside and receive services in Connecticut. We'll perform continuation of care reviews for Home Health Agencies (HHAs).

Reference member ID card for LIFE1 payor ID. For all other Payer IDs, please reference <https://www.uhcprovider.com/en/resource-library/news/2022/ct-fl-in-oh-home-health-prior-auth-review.html>

1. Participating health plan logo
2. Plan name
3. Network name
4. Medicare assigned H contract number
5. Provider services toll-free number
6. Payer ID
7. Medical claims address

UnitedHealthcare ¹

Your UnitedHealthcare Plan Name (HMO) ²
with Dental

Sample A Sample

Member Number
123456789-00

RxBIN 99999	RxPCN 9999	RxGRP XXXXXX
----------------	---------------	-----------------

Group Number: 12345 H0000-000-000 ⁴

PCP: Dr. Sample A Sample MD ³
PCP: 999-999-9999

Sample Facility Name
Copay: PCP \$XX Specialist \$XX

UCard™

MedicareRx
Prescription Drug Coverage

For Members: myuhcmcare.com
Customer Service: 1-888-888-8888, TTY 711

5 For Providers: uhcprovider.com
Provider Service: 1-888-888-8888
Provider Authorization: 1-888-888-8888
Dental Providers: uhcdental.com 1-888-888-8888
Medicare limiting charges apply.

6 Payer ID: 12345 XXXXX

7 Medical Claim Address: P.O. Box 9999, CITY NAME, USA 99999-9999
P.O. Box 9999, CITY NAME, USA 99999-9999
For Pharmacists: 1-888-888-8888

Printed Date: 99/99/20XX
Plan Year: 20XX

Medicare National Network

Card #: 9999999999999999 Security Code: 9999

Important points

- Start-of-care visits will not require preauthorization — you can perform a comprehensive evaluation of your patient in their home setting. This visit should be conducted before contacting Advantage Plus Network–Connecticut (APN-CT).
- After the start-of-care visit, providers must contact APN-CT for authorization for all subsequent services with dates of service on or after January 1, including:
 - Continuation of care requests
 - Resumption of care requests
 - Recertifications
- If you do not obtain authorization from APN-CT before services are rendered, claims may be denied

Completing the initial authorization process

You can request prior authorization visiting the online APN-CT Provider Portal:

- Link: [NetScaler AAA \(optumcare-mso.com\)](https://netScalerAAA.optumcare-mso.com)
- Online portal requests are the preferred methods for authorization requests, but if needed, APN-CT can accept requests by phone call and fax
 - Phone Number: 1-888-556-7048
 - Fax Number: 1-855-268-2904

Please include fax cover sheet and supporting documentation with all prior authorization requests.

UnitedHealthcare Medicare Advantage Plans – Connecticut	CMS contract	Group numbers
MedicareComplete Plan 1 (HMO)	H0755-030	27151 or 27062
MedicareComplete Plan 2 (HMO)	H0755-031	27153 or 27064
MedicareComplete Plan 3 (HMO)	H0755-033	27100 or 27150
MedicareComplete Essential Plan (HMO)	H0755-032	27155 or 27156
AARP® Medicare Advantage Walgreens (PPO)	H3442-001	90125 or 90223
AARP Medicare Advantage (Regional PPO)	R7444-001	90150 or 90151

If you have questions, please call APN-CT Member Services:

- 1-888-556-7048

Advantage Plus Network provider portal and select member state

Link: <https://www.optum.com/sign-in/optum-care-professionals.html>



Advantage Plus Network – Connecticut is a registered trademark of Advantage Plus Network, Inc. in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continuously improving our products and services, Advantage Plus Network reserves the right to change specifications without prior notice. Advantage Plus Network is an equal opportunity employer.

© 2022 Advantage Plus Network – Connecticut. All rights reserved.