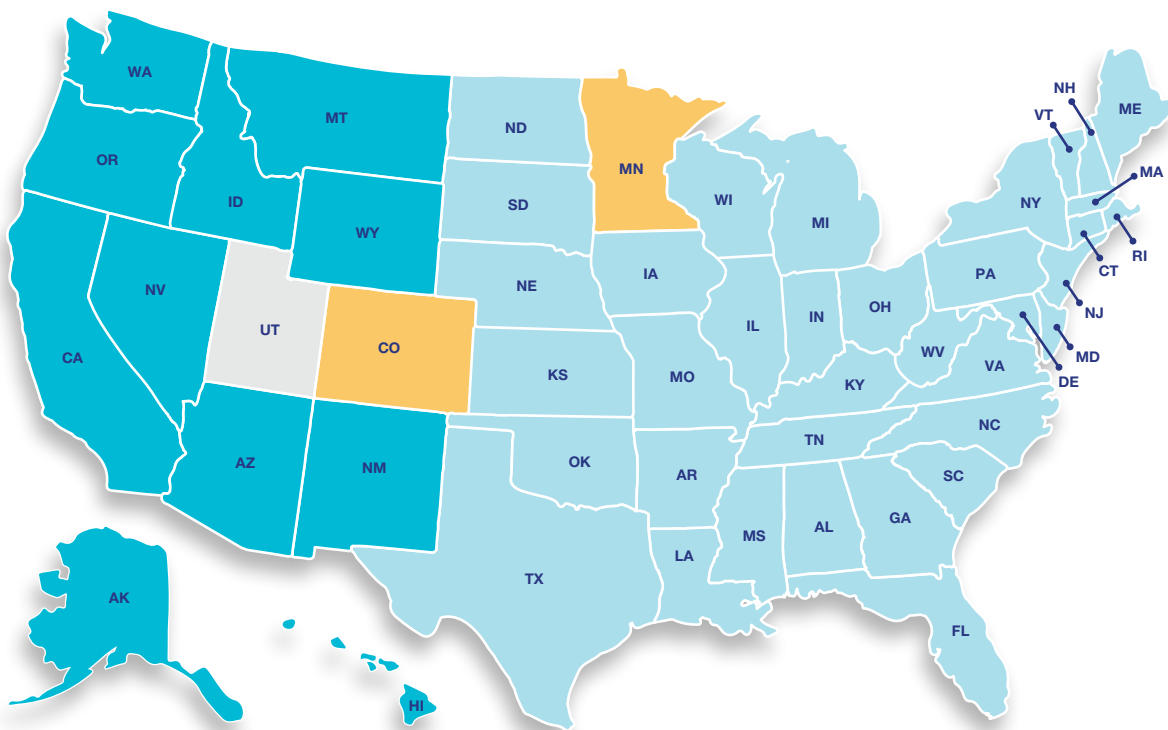


Prior authorization and other clinical letters are going paperless

UnitedHealthcare prior authorization and clinical decision letters are going digital. This means no more letters in the mail. Instead, network health care professionals (primary and ancillary) and facilities can view them online 24/7. Check out the map to see when this change affects you.



Western region – Effective date: April 1, 2022

Letters will continue to be mailed to: UnitedHealthcare® Medicare Advantage and commercial health plans in Colorado; UnitedHealthcare Community Plans in California, Arizona and Hawaii; Behavioral Health; Medicare supplement products; Sierra Health and Life; Rocky Mountain Health Plan; UnitedHealthcare West; UMR; UnitedHealthcare Global; Student Resources; Erickson Advantage Plans; and Home- and Community-Based Services.

Central, Southeast and Northeast regions – Effective date: June 17, 2022

Letters will continue to be mailed to: UnitedHealthcare Commercial Plan of New Jersey; UnitedHealthcare Community Plan of Indiana; UnitedHealthcare Community Plan of Kansas; UnitedHealthcare Community Plan of Kentucky; UnitedHealthcare Community Plan of Louisiana; UnitedHealthcare Community Plan of Michigan; UnitedHealthcare Commercial, Medicare and Community Plans of Minnesota; UnitedHealthcare Community Plan of Missouri; UnitedHealthcare Community Plan of Nebraska; UnitedHealthcare Community Plan of Washington, D.C.; Behavioral Health; Medicare supplement products; UnitedHealthcare West; UMR; UnitedHealthcare Global; Student Resources; Erickson Advantage Plans; and Home- and Community-Based Services.

Utah – Prior authorizations and clinical letters went paperless June 4, 2021

Colorado and Minnesota – Not included at this time

Ways to view prior authorization and clinical decision letters online

1 Document Library – Document Library is a secure repository of claim-related communications and reports within the **UnitedHealthcare Provider Portal**. Go to Documents & Reporting > Document Library > Prior Auth Letters.

Notifications: When new letters are available, UnitedHealthcare sends an email notice to the address on file, which is typically the Primary Access Administrator. Health care professionals can also check Document Library at any time to see new letters.

Document Library notifications are limited to 1 email address per document type. If multiple staff members require notification, consider using a group email address. See our **Paperless Delivery Options for Primary Access Administrators** for more information.

Visit UHCprovider.com/documentlibrary to learn more about Document Library and access the self-paced user guide.

Note: If you have access to the Prior Authorization and Notification tool in the portal, you also have access to Document Library.

2 Application Programming Interface (API) – Consider API if you have an automated intake of correspondence or significant prior authorization or clinical letter volume with UnitedHealthcare. API requires technical programming between your organization and UnitedHealthcare. For more information, visit UHCprovider.com/API or email us at APIconsultant@uhc.com to schedule a demo of API documents.

What's ahead in paperless

We're transitioning many communications for most contracted health care professionals (primary and ancillary) and facilities from paper to digital. Look for announcements in UHCprovider.com/news 90 days before mailings end.

To ease your transition

We encourage you to start sharing this information and using our digital solutions ahead of each change. If you work with an outside vendor, such as a revenue cycle management company for your mail processing, please discuss with them how this change may affect your contract or processing arrangements with them.