



Optum: COVID-19 Updates on Prior Authorization for IP, IOP, and PHP Programs

Last update: May 29, 2020

As you are aware, Optum temporarily suspended prior authorization, in certain circumstances and areas, for Inpatient (including residential), Intensive Outpatient Programs (IOP) and Partial Hospitalization Programs (PHP) providers that provide mental health and SUD treatments ([see prior notice](#)). This updated policy applies to members of Medicare Advantage, Medicaid and Individual and Group market health plans issued by UnitedHealthcare.

Therefore, effective June 1, 2020, normal authorization and concurrent review policies will resume unless other state or federal mandates apply. We will continue to work with all health plan partners and contract owners to adjust authorization policies as directed. We continue to encourage providers to confirm member benefits provided by their health plan at the time of service due to the rapidly changing situation.

Optum remains committed to supporting you, our network of behavioral health providers, during this unprecedented and challenging time. We want to thank and commend you all for the difficult work you are doing to support the delivery of care to our members as you also work to ensure your personal safety and wellbeing and that of your loved ones.

Optum is continually monitoring this situation and, if any further modifications to our normal processes are necessary to accommodate individuals impacted by COVID-19, we will communicate immediate updates on Provider Express [here](#).