

July 25, 2019

Dear Provider:

Notice Regarding Changes to the Authorization Process for Virginia Community Mental Health Rehabilitative (CMHR) Services

UnitedHealthcare Community Plan of Virginia will be changing the way it receives authorization requests for the following CMHR services:

- Mental Health Case Management – H0023
- Mental Health Peer Support – H0024/H0025
- Crisis Intervention – H0036
- Crisis Stabilization – H2019
- Intensive Community Treatment – H0039
- Day Treatment/Partial Hospitalization Adults – H0035 HB
- Therapeutic Day Treatment for Children – H0035 HA, HA/UG, HA/U7
- Psychosocial Rehabilitation – H2017

Effective August 26, 2019 authorization requests for the identified services will no longer be accepted through fax number 1-885-368-1542 and should be submitted through *providerexpress.com*. The link to the new online request form will be sent out via an email blast closer to the go-live date.

To learn more, come to one of our two live one hour training sessions on the new authorization process on:

- Thursday **August 15, 2019 at 10:00 a.m. EDT**
- Thursday **August 22, 2019 at 2:00 p.m. EDT**

If you cannot make either training session, a recording of the training will also be posted on *providerexpress.com* by August 22, 2019. To access the training, from the *providerexpress.com* homepage click on: Our Network > State Specific Provider Information > Virginia and the training will be located in the Virginia Medicaid Provider Resources section of the page.

Please make every effort to complete the training prior to the August 26, 2019 go-live date. Keep in mind any authorization requests faxed to 1-885-368-1542 on or after August 26, 2019 will not be processed, and submitting the request in that manner could cause delays in authorization of service.

Should you have any questions, please contact your Provider Relations representative or the Provider Service Line at 1-877-614-0484.

We highly value your participation in our network.

Sincerely,

Monica Powell-Gerald, MHSA
Director Provider Services
Optum, Inc.