

Provider Bulletin



News and Information

Nov. 15, 2024

2025 authorization and notification requirements

UCare's 2025 authorization and notification requirements for Medical Services, Mental Health and Substance Use Disorder Services and Medical Drugs are now available for all lines of business on [UCare's Authorization page](#). Below is a summary of changes.

Medical Services

- **Durable Medical Equipment (DME)**
 - Removed prior authorization requirements for light therapy for all products except UCare Individual and Family Plans (IFP).
 - Removed prior authorization requirements for Speech Generating Device and Wound Vac.
- **Wheelchair Purchase**
 - Prior authorization is now required prior to purchase of wheelchair HCPCS code K0005 - K0007, E1161 and all power operated vehicles.

Mental Health and Substance Use Disorder Services

- **Adult Residential Crisis Stabilization Services**
 - Authorization is now required for more than 10 days in a calendar month.
- **Adult Rehabilitative Mental Health Services (ARMHS): State Public Programs (SPP) and Duals**
 - Removed prior authorization requirements. Authorization required for:
 - 1200 units per calendar year of Basic Living and Social Skills (H2017);
 - 72 units of Environmental or Community Intervention (90882);
 - 104 units of Medication Education (H0034).
- **Intensive Residential Treatment Services (IRTS): SPP, Duals and IFP**
 - Changed to treatment exceeding 90-days will require authorization.
- **Psychiatric Residential Treatment Facilities (PRTF): IFP**
 - Notification is required within 24 hours of admission.
 - Concurrent review required for additional days and discharge summary required to be sent upon discharge.
- **Substance Use Disorder Outpatient Treatment: SPP and Duals**
 - Treatment exceeding six hours per day or 30 hours per week will require prior authorization.
- **Substance Use Disorder Residential Treatment: SPP, Duals and IFP**
 - Notification within 24 hours was changed to notification within five days of admission.

Medical Drugs

In 2025, Care Continuum will continue to perform medical drug prior authorization reviews on UCare's behalf for in-network providers. UCare reviews all requests for out-of-network providers. This applies to all lines of business.

- Requests can be initiated with Care Continuum via the following methods:
 - The [OnePA Portal](#);
 - Fax to 1-877-266-1871;
 - Call 1-800-818-6747.
- Out-of-network providers can initiate authorization requests by faxing the [authorization request form](#) to UCare at 612-617-3948.
- Visit UCare's [Pharmacy page](#) to access the:
 - Medical Injectable Drugs Authorization List for drugs that require prior authorization;
 - Corresponding criteria;

- Authorization form to request medical drug authorizations (found within the Medical Injectable Drug Prior Authorization Resources accordion).

Providers should download the latest versions of the authorization and notification forms directly from UCare's [authorizations web pages](#), as some fax numbers and emails have changed.

Contact UCare's Provider Assistance Center with questions Monday through Friday from 8 am - 5 pm at 612-676-3300 or 1-888-531-1493 toll-free.