

Provider Bulletin

News and Information



May 1, 2025

UCare partners with Carelon for utilization management of genetic testing authorizations

UCare has partnered with [Carelon](#) to perform utilization management review for genetic testing authorizations for dates of service July 1, 2025, and later. This change will apply to genetic testing services for members in all UCare products, except Medicare Supplement plans. The authorization grids will be updated accordingly by June 16, 2025. Genetic testing categories include:

- Reproductive Carrier Screening
- Prenatal Testing
- Preimplantation Genetic Testing (PGT)
- Rare Disease Testing
- Whole Exome/Genome Sequencing
- Hereditary Cancer Testing
- Tumor Markers
- Hereditary Cardiac Testing
- Neurogenetic and Neuromuscular Testing
- Pharmacogenomics and Thrombophilia Testing
- Susceptibility Testing for Common Diseases

For testing that is scheduled to occur through June 30, 2025: Providers will contact UCare to obtain all prior authorizations for genetic testing. Any authorizations UCare made prior to July 1, 2025, will be honored and claims will be processed accordingly.

For testing taking place on or after July 1, 2025: Ordering providers will need to contact Carelon beginning June 16, 2025, for prior authorization of genetic testing. Providers are strongly encouraged to verify that a prior authorization has been obtained before scheduling or performing any genetic tests.

How to submit a request for review

Starting June 16, 2025, ordering providers can begin submitting requests for review or verify order numbers for dates of service July 1, 2025, or later using one of the following methods:

Online

The [Carelon provider portal](#) is available 24/7, fully interactive, and processes requests in real-time using clinical criteria. To register, go to <https://www.providerportal.com/>. Registration for UCare providers opens June 16, 2025.

By phone

Call Carelon toll-free at 1-833-821-1954 Monday through Friday between 8 am and 5 pm.

Register for provider training

UCare and Carelon will offer training for providers to learn more about the change and how to use the Carelon provider portal.

Each session will cover:

- How the program and preauthorization request process work
- Which members and services will require preauthorization
- Demonstration of the Carelon provider portal and how to enter order requests
- Additional resources
- Q & A with Carelon Solution Operations Leaders

Pre-registration links are available by date in the following chart. All registrants will be sent Carelon solution training materials prior to their training date.

Date and time	Registration link
Thursday, June 12, 2025, 12 - 1 pm Central	Register here
Monday, June 23, 2025, 11 am - 12 pm Central	Register here
Friday, July 11, 2025, 1 - 2 pm Central	Register here

More information

Additional information about working with Carelon is available at

<https://providers.carelonmedicalbenefitsmanagement.com/genetictesting/>. Tools available on the site include order request checklists, clinical guidelines and frequently asked questions.