Prior authorization is the process for authorizing the non-emergency use of facilities, diagnostic testing, and other health services before care is provided. If the PPO Plan, Healthy Savings Plan, or the Custom Network Plan is the member’s primary coverage, prior authorization is required for the services/treatments listed below.

Medical Services managed by United Healthcare, please contact 1-844-634-1237 for preauthorization approval

The services that require prior authorization from United Healthcare Claims Administrator are:

- Ambulance - non-emergent air and ground.
- Clinical Trials.
- Congenital heart disease surgery.
- Dental Hospital & Anesthesia Services.
- Dental services - accident only.
- Durable Medical Equipment for items that will cost more than $1,000 to purchase or rent, including diabetes equipment for the management and treatment of diabetes.
- Genetic Testing - BRCA.
- Home health care.
- Hospice care - inpatient.
- Hospital Inpatient Stay - all scheduled admissions and maternity stays exceeding 48 hours for normal vaginal delivery or 96 hours for a cesarean section delivery.
- Lab, X-Ray and Diagnostics - Outpatient - sleep studies.
- Mental Health Services - inpatient services (including Partial Hospitalization/Day Treatment and services at a Residential Treatment Facility).
- Neurobiological Disorders - Autism Spectrum Disorders Services - inpatient services (including Partial Hospitalization/Day treatment and services at a Residential Treatment Facility). Pre-service notification is also required for Benefits provided for Applied Behavioral Analysis (ABA).
- Obesity surgery.
- Prosthetic Devices for items that will cost more than $1,000 to purchase or rent.
- Reconstructive Procedures, including breast reconstruction surgery following mastectomy and breast reduction surgery.
- Skilled Nursing Facility/Inpatient Rehabilitation Facility Services.
- Substance Use Disorder Services - inpatient services (including Partial Hospitalization/Day Treatment and services at a Residential Treatment Facility).
- Surgery - sleep apnea surgeries.
- Transplants.

Notification is required within one business day of admission or on the same day of admission if reasonably possible after you are admitted to a non-Network Hospital as a result of an Emergency.