

For patients with UnitedHealthcare AARP Medicare Advantage HMO plans

Referral and Prior Authorization Criteria

These HMO plans are considered “Managed” plans, meaning South Tabor Family Physicians LLP provides and coordinates your care and all referral and prior authorization needs. These plans require prior authorization for services not received at South Tabor Family Physicians.

There are many factors considered when reviewing healthcare needs.

Hierarchy Application for Services

South Tabor Family Physicians LLP applies the hierarchy of care to evaluate the necessity of services.

1. Member Eligibility and Coverage
<https://www.medicare.uhc.com/>
2. Center for Medicare and Medicaid Services (CMS) Criteria
<https://www.medicare.gov/>
 - a. National Coverage Determination (NCD)
 1. <https://www.cms.gov/medicare/coverage/determination-process>
 - b. Local Coverage Determination (LCD)
 1. <https://www.cms.gov/medicare/coverage/determination-process/local>
 - c. Medicare Benefit Policy Manual
 1. <https://www.cms.gov/regulations-and-guidance/guidance/manuals/downloads/bp102c01.pdf>
3. Insurance Company Criteria
 - a. Coverage Summary
 1. https://www.uhc.com/medicare/alphadog/AAEX24HP0123552_000
 - b. Clinical Guidelines and Medical Policies
 1. <https://www.uhcprovider.com/en/policies-protocols/clinical-guidelines.html>
 2. <https://www.uhcprovider.com/en/policies-protocols/medicare-advantage-policies/medicare-advantage-medical-policies.html>
4. Evidence-based resources and literature
<https://www.aafp.org/family-physician/patient-care/the-everyone-project/education-and-practice-based-resources.html>

When no other criteria are available, the Internally Developed Clinical Criteria is used.
www.southtabor.com>Patient>Patient Resources>UHC Medicare Referral and Prior Authorizations

This ensures:

1. All requests are treated equally using the same guidelines.
2. Adequate access to care
3. Consistent communication
4. The treatment/plan of care is followed
5. Continuity of care
6. Financial implications are considered for the patient and plan

Having trouble finding what you are looking for? We're here to help.

Contact United Healthcare at the number on the back of your ID card, or at:

<https://www.uhc.com/medicare/contact-us.html>

Contact South Tabor Family Physicians LLP Managed Care Department

Monday through Friday, 8:30 am to 4:30 pm, at (503) 261-7221, or at:

<https://www.southtabor.com/>