



FAQs Regarding Referral and Authorization Waiver

Intended for Provider Distribution

1. Does this automatic waiver apply to both referrals and required authorizations?

Yes, this waiver will cover both referrals and authorizations for any covered benefit for any referrals made prior to May 18.

2. Do I need to submit a request to UHC M&V for any referral and/or authorization I may need between now and May 18?

No. You will not be required to seek or wait for an approval notification from UHC M&V.

3. Does this waiver cover all of my previously submitted requests for a referral or an authorization, even if I have not received a confirmation as of yet?

Yes, this waiver will also cover all previously submitted requests since April 1. Please proceed with scheduling all related services for any previously submitted request.

4. What if I have already received a denial from a previously submitted request for a referral or an authorization?

The previous denial would remain in effect.

5. Since there is no requirement to wait for the UHC M&V notification approval, what documentation will I provide to the patient to confirm the referral or authorization is actually approved?

UHC M&V has posted a waiver letter on uhcmilitarywest.com. Please access the portal to download the letter and provide it to your patient. This will provide the approval documentation needed by the patient and specialty physician.

6. Since there will be no referral or authorization tracking numbers, what assurances are there that the claims will be paid?

UHC M&V and PGBA have modified our claims adjudication process to process all claims for payment that normally require a referral or an authorization for any covered benefit. This applies to all services for which a referral was issued prior to May 18. **THESE CLAIMS WILL BE PAID.**

7. How long of a time period will these automatic approvals of referrals and authorizations cover? Do they cover time periods for services scheduled only through May 18?

This waiver will cover all services provided pursuant to a referral issued prior to May 18. *However, for any referrals issued prior to May 18 with dates of service after August 16, please submit a notification to*

us by calling the Call Center at 1-877-988-9378. It is important that we receive notice so that the waiver will be applied correctly in these situations.

8. What happens after May 18?

Beginning May 19, you should again submit referral and authorization requests as described in the Provider Handbook. The normal referral and authorization approval and payment rules will apply to all referrals issued after May 18.

9. Does this affect any of the existing referrals or authorizations that came from TriWest?

No, this does not affect any of the previously issued referrals and authorizations from TriWest. These referrals and authorizations are still in effect until May 30. If TriWest has previously approved your referral or authorization to provide services to a TRICARE beneficiary, your TriWest approval number has been provided to UnitedHealthcare. Please know that while the referral or authorization will not show on uhcmilitarywest.com, **UnitedHealthcare will honor all TriWest-approved services through May 30, 2013.**

Previously approved TriWest obstetric/maternity authorizations will continue for the entire 312-day episode of care, even if that continues past May 30th, 2013.

There is no need to re-submit requests to UnitedHealthcare for services already approved by TriWest.

10. How do I register for the provider portal?

Please use the link provided and follow the steps below.

1. From the Providers Overview page, click on the “Register Now” button.
[<https://prod.uhcmilitarywest.com/uhcmw/portal/provider/overview/>]
2. Select Provider.
3. Read the terms and conditions. Click the “I Agree” checkbox at the bottom of the page.
4. Enter your Provider information. Enter your first name, last name and zip code. Enter your tax ID, zip code, first name and last name. Enter a NPI, license number, or Medicare ID.

Note that this information must match your information on the UnitedHealth Group TRICARE contract.

5. Create a username and password. Enter your email address.
6. Select a personal image and personal image phrase.
7. Select three challenge questions and provide answers.
8. Review your information and then activate your account.

Please contact customer service if you need further assistance: 877-988-9378 (WEST). For detailed instructions on how to register for the UnitedHealthcare Military & Veterans’ website, please go to www.uhcmilitarywest.com > “Providers” > “Quick Reference Guide.”