Medical necessity review for appropriate level of care

To review for appropriate level of care, UniCare Health Plan of West Virginia, Inc. (UniCare) will use the applicable MCG® care guidelines (which may include customizations specific to UniCare), applicable UniCare Medical Policies and Clinical Utilization Management (UM) Guidelines or AIM Specialty Health® (AIM) guidelines. If medically necessary criteria for the procedure are met, the procedure will be approved. If inpatient level of care is requested but medical necessity criteria for acute inpatient care are not met, the request for inpatient level of care will be denied.

To review the list of services and service categories that currently require prior authorization (PA), visit the provider website at www.unicare.com. For further clarification regarding whether a specific code or service requires PA, access the Precertification Lookup Tool.

The list of services requiring PA will be updated as needed
Regardless of whether PA is required, all services must be medically necessary to be covered. Even if PA is not required, to avoid a claim denial based upon medical necessity, we encourage providers to review the corresponding medical necessity criteria prior to rendering nonemergent services.

UniCare Clinical UM Guidelines and Medical Policies can be found on the provider website (www.unicare.com). The specific MCG care guidelines used to make a determination can be provided upon request. You may also view AIM guidelines using the AIM Guidelines link on the provider site.

Providers are responsible for verifying eligibility and benefits for UniCare members before providing services. Excluding emergencies, failure to obtain PA for the services and level of care requiring PA may result in a denial of reimbursement.

Requesting PA
To request PA by phone
To request PA by phone, report a medical inpatient admission or ask questions regarding PA, contact the Utilization Management department at 1-866-655-7423.

To request PA by fax
- Physical health PA 1-855-402-6983
- Continued stay review and to report admissions: 1-855-402-6985
- Medical pharmacy (for drugs administered by a health care professional): 1-844-487-9290

What if I need assistance?
If you have questions about this communication or need assistance with any other item, contact your local Provider Relations representative or call the Customer Care Center at 1-800-782-0095.

www.unicare.com