

GETTING PREAPPROVAL

For Total Choice, PLUS, and Community Choice members

Effective July 1, 2023

What is preapproval?

Preapproval (also called **preauthorization**) confirms that a service you're having will be eligible for benefits. By getting a service preapproved, you can make sure that the service is covered under the Plan.

In most cases, your doctor will provide UniCare with the information necessary to get services preapproved and you won't need to do anything. But, occasionally, you may need to work with your doctor to arrange for preapproval. For example, if you use a non-contracted provider outside Massachusetts, you may need to ask that doctor to contact UniCare about preapproval.

If someone (you or your provider) doesn't get preapproval when it's required, your benefits may be reduced or not paid at all. If you need help with a preapproval, UniCare Member Services can contact your provider to make the arrangements.

What else should I know?

- Submitting a claim for a service does not meet the requirement for preapproval.** Your provider must contact UniCare for preapproval before the service takes place.
- You don't need to get preapproval if you are outside the continental United States** (the continental U.S. includes all states except Alaska and Hawaii).
- If you're not sure whether a service needs preapproval, ask your doctor** to check the list or contact UniCare to find out.

Who does the preapproval reviews?

Depending on the service, reviews for preapproval are handled by **UniCare**, **Carelon Medical Benefits Management**, or **CarelonRx**. Carelon Medical Benefits Management and CarelonRx are UniCare-affiliated companies that provide support for the preapproval process. Your provider will need to contact the appropriate reviewer for the service needing preapproval.

- UniCare** – Reviews behavioral health services, some medical services, some specialty drugs
800-442-9300 TTY: 711 (toll free)
- Carelon Medical Benefits Management**– Reviews BPAP/CPAP equipment; some cardiology procedures; high-tech imaging; genetic testing; radiation therapy; sleep studies
866-766-0247 (toll free)
www.providerportal.com
- CarelonRx** – Reviews certain specialty drugs
833-293-0659 (toll free)
www.covermymeds.com/main/prior-authorization-forms/

How to reach UniCare Member Services

If you aren't sure whether you need to get preapproval, or if you have other questions about preapprovals, please contact UniCare Member Services at the number shown on your UniCare ID card.

continued on next page ➤

Types of medical services that need preapproval

Ambulance services (non-emergency)

Cardiology services

- Arterial duplex
- Diagnostic cardiac catheterization
- Diagnostic coronary angiography
- Percutaneous coronary intervention (PCI)
- Physiologic study arterial
- Resting transthoracic echocardiography
- Stress echocardiography
- Transesophageal echocardiography

Cleft palate and cleft lip services

Colonography (virtual colonoscopy)

Durable medical equipment (DME)

- For equipment costing more than \$1,000
- Doesn't apply to oxygen and oxygen equipment

Enteral therapy

Gender affirmation (reassignment) surgery

Genetic testing

High-tech imaging

- CT/CTA scan
- MRI/MRA scan
- Nuclear cardiology
- PET scans
- SPECT scans

Home health care

Hospice care

Hyperbaric oxygen therapy

Inpatient hospital admissions

Musculoskeletal services

- Interventional pain management
- Joint surgery
- Small joint surgery
- Spine surgery

Oncology services

- Chemotherapy
- Supportive drugs

Prosthetics and orthotics

Radiation therapy

- Brachytherapy
- CyberKnife
- IMRT
- Proton beam
- Traditional radiation

Rehabilitation services

- Occupational therapy
- Physical therapy
- Speech therapy

Skilled nursing facility admissions

Sleep services

- CPAP and BPAP equipment
- Sleep studies

Specialty drugs

Transplants

- Doesn't apply to cornea transplants

Varicose vein treatment

- Includes sclerotherapy

Behavioral health services that need preapproval

Behavioral health service	Contracted providers	Non-contracted providers
Inpatient services for mental health treatment		
<ul style="list-style-type: none"> ▪ Acute residential treatment ▪ Transitional care units (TCU) 	Needs preapproval	Needs preapproval
<ul style="list-style-type: none"> ▪ Community-based acute treatment (CBAT) ▪ Inpatient psychiatric services 	<ul style="list-style-type: none"> ▪ In Massachusetts: N/A ▪ Outside Massachusetts: Needs preapproval 	<ul style="list-style-type: none"> ▪ In Massachusetts: N/A ▪ Outside Massachusetts: Needs preapproval
<ul style="list-style-type: none"> ▪ Crisis stabilization units (CSU) 	Needs preapproval for stays over 5 days	Needs preapproval for stays over 5 days

continued on next page >

Behavioral health service	Contracted providers	Non-contracted providers
Inpatient services for substance use disorders (adults and adolescents)		
<ul style="list-style-type: none"> ▪ Acute residential withdrawal management (ASAM level 3.7 detox) ▪ Clinical stabilization services (CSS) (ASAM level 3.5) ▪ Dual diagnosis acute treatment (DDAT) (ASAM level 3.5) ▪ Inpatient substance use disorder services, medically managed (ASAM level 4 detox) 	<ul style="list-style-type: none"> ▪ In Massachusetts: Notify UniCare within 48 hours ▪ Outside Massachusetts: Needs preapproval 	<ul style="list-style-type: none"> ▪ DPH-licensed providers in Massachusetts: Notify UniCare within 48 hours ▪ All other non-contracted providers: Needs preapproval
<ul style="list-style-type: none"> ▪ Crisis stabilization units (CSU) 	Needs preapproval for stays over 5 days	Needs preapproval for stays over 5 days
Outpatient services		
<ul style="list-style-type: none"> ▪ Acupuncture withdrawal management ▪ Community support programs (CSP) ▪ Day treatment 	N/A	Needs preapproval
<ul style="list-style-type: none"> ▪ Applied Behavioral Analysis (ABA) ▪ Dialectical behavioral therapy (DBT) ▪ Family stabilization teams (FST) ▪ Family support and training ▪ In-home behavioral services ▪ Intensive care coordination ▪ Mobile crisis intervention ▪ Partial hospitalization programs for mental health conditions (PHP) ▪ Psychiatric visiting nurse services ▪ Therapeutic mentoring services ▪ Transcranial magnetic stimulation (TMS) 	Needs preapproval	Needs preapproval
<ul style="list-style-type: none"> ▪ Partial hospitalization programs for substance use disorders (PHP) (ASAM level 2.5) 	<ul style="list-style-type: none"> ▪ In Massachusetts: Notify UniCare within 48 hours ▪ Outside Massachusetts: Needs preapproval 	<ul style="list-style-type: none"> ▪ DPH-licensed providers in Massachusetts: Notify UniCare within 48 hours ▪ All other non-contracted providers: Needs preapproval
<ul style="list-style-type: none"> ▪ Intensive outpatient programs (IOP) ▪ Structured outpatient additions programs (SOAP) 	Notify UniCare within 48 hours	<ul style="list-style-type: none"> ▪ DPH-licensed providers in Massachusetts: Notify UniCare within 48 hours ▪ All other non-contracted providers: Needs preapproval

What is a DPH-licensed provider? The Massachusetts Department of Public Health (DPH) issues licenses to Massachusetts facilities that provide health care services. To be licensed, facilities must meet specific quality and safety standards.