

## UnitedHealthcare Referral Waiver Expiration

During the COVID-19 pandemic, UnitedHealthcare (UHC) implemented a waiver for patients to visit a specialist without a primary care provider (PCP) referral. **This waiver expired on August 1, 2022.**

Physician Health Partners (PHP) is still receiving a large volume of authorization requests without a PCP referral, causing delays due to UHC rules and impacting your practice and patients.

We need your help! Please ensure that referrals route through the MCS Portal for all specialists. When PHP receives requests from specialists that are not accompanied by a PCP referral, approval of those requests is delayed or denied.

Please follow the guidelines below when submitting authorization requests. If you have questions, do not hesitate to reach out to your PHP Provider Relations network manager.

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### Managed Care System (MCS) Authorization Portal for Referrals and Prior Authorization Requests

As part of the PHPprime Specialist Network, it is expected that you use the MCS Authorization Portal. **All prior authorizations should be submitted through the Managed Care System (MCS) Authorization Portal for patients covered under UnitedHealthcare Medicare Advantage HMO (UHC MA HMO).**

Once you have been granted access to the MCS Authorization Portal, there is no need to fax referrals or prior authorization requests.

### Required Set Up of Individual User Access Accounts

Your practice is required to identify all individuals in your office who are authorized to access the Managed Care System (MCS) Authorization Portal. It is your responsibility to notify PHP when a user leaves the practice so their access can be revoked.



A [New User Profile form](#) must be submitted for each authorized user. If you need assistance or would like to see a list of individuals at your practice who are currently set up as users, please contact your assigned PHP provider relations network manager.

### Current PCP Referral Must Be on File

To ensure payment of a claim, a current referral from the patient's PCP must be on file in the MCS Authorization Portal. Specialist-to-specialist referrals are not permitted.

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