



Special Edition: March 24, 2023

Rocky Mountain Health Plans Transition Update

IMPORTANT NOTICE: Auth submission process for dates of service on or after April 1, 2023

Rocky Mountain Health Plans (RMHP), a UnitedHealthcare company, appreciates your patience with the transition of our claims processing systems that began on January 1, 2023. Prior authorization is now required for payment of services delivered on or after April 1, 2023 that require prior authorization.

What this means for you

- You must submit all required prior authorizations for RMHP members for dates of service on or after April 1, 2023.
- If you have not submitted a required prior authorization for a service that is scheduled for a date of service on or after April 1, 2023, you must submit an authorization prior to rendering that service.
- Your claim may be denied if there is no required authorization on file.

To determine if a service requires authorization, reference the [Prior Authorization List](#).

Please review the [RMHP Prior Authorization and Notification](#) guide for instructions on how to submit a prior authorization on the UHC Provider Portal.

Where to Submit a Prior Authorization or Notification

Durable medical equipment and supplies, outpatient services, outpatient services in a facility	<ul style="list-style-type: none"> • UHC Provider Portal
Radiology, cardiology, genetic and molecular testing	<ul style="list-style-type: none"> • UHC Provider Portal – you will be routed to eviCore Provider Portal
Physical health inpatient hospitalization	<ul style="list-style-type: none"> • Notification is automatically received via real time feed with Quality Health Network (QHN) and Contexture • If you are not connected with QHN or Contexture call Provider Services (<i>See below Provider Services phone numbers</i>)
Physical health/medical non-participating providers	<ul style="list-style-type: none"> • Fax: 800-262-2567 or 970-255-5681
Specialty pharmacy transactions	<ul style="list-style-type: none"> • Fax: 833-787-9448 or 970-248-5036
Behavioral health services (participating and non-participating providers)	<ul style="list-style-type: none"> • Email: rmhpbhvm@uhc.com • Fax: 800-262-2567 or 970-257-3986

We are here to help

If you have questions, please reach out to your RMHP Provider Relations Representative, or call the following Provider Services phone number based on the specific plan in question:

UnitedHealthcare Individual and Family Plans
888-478-4760

UnitedHealthcare D-SNP
800-701-9054

UnitedHealthcare Community Health Plans
(CHP+)
877-668-5947

UnitedHealthcare Community Health Plans
(Medicaid PRIME/RAE)
877-421-6204

UnitedHealthcare Medicare Advantage
877-842-3210

If you continue to have issues and need assistance, please send an email to: RMHPPreAuthSupport@uhc.com

At Rocky Mountain Health Plans, we are dedicated to working with you to help our Members receive the best care possible. Thank you for your commitment to providing quality care. We value your partnership and hope you find this special edition valuable.

- Your Rocky Mountain Health Plans Team