

Online Prior Authorization Request Tool Instructions

- ❑ Visit the Unison Health Plan website: <http://www.unisonhealthplan.com/Pages/Home.aspx>.
- ❑ Select the state (**Delaware**) and plan (**Unison**) from the drop-down menu.
- ❑ Click on **For Providers**.
- ❑ Click on **Account Information**.
- ❑ Log in to **Account Information** (username and password).
- ❑ Click on **Provider Authorization Forms** on the left navigation panel.
- ❑ Select one of the available Prior Authorization request forms:
 - DME Provider Authorization form
 - Home IV Request form
 - Inpatient Review Information
 - General Provider Authorization request form

Please note: For Behavioral Health prior authorization requests, please call Unison at 1.866.261.7692.

- ❑ Enter all applicable demographic and clinical information into the available fields. Fields denoted with an asterisk (*) are required fields.
- ❑ Upon completion of the request a transaction ID will be generated that will act as your unique identification number for referencing your request with Utilization Management. This screen can be printed by utilizing the print icon contained within your web browser.
- ❑ The transaction ID generated by this application should not be construed as your authorization number or reference ID.
- ❑ Within 48 business hours, Utilization Management will call your designated representative with the outcome of your authorization request.

Provider Questions:

If you experience difficulty accessing your account, have forgotten your password or have questions related to the Unison provider portal, please call Unison Web Outreach at 1.866.414.6566.

If you have questions about the Prior Authorization Request application or the results returned by this application, please call Provider Services at 1.800.600.9007.