



REVISED - Notice to Providers

Unison Health Plan of Ohio has made some changes to its Utilization Management process in order to improve customer service and to maximize the clinical expertise of Unison's nursing team. Your calls will now be answered by a trained National Intake Agent, who will gather the necessary information to initiate the notification process.

While this may be an additional step in the process, it will ultimately streamline UM services for you. We appreciate your patience with this new process. Initially, some extended wait times may occur during this early transition period. However and as described below, you will now have the option to fax initial demographic information.

Once our **UM Nurse Reviewer** receives the requested information from the Intake Agent, **they will call you for clinical information**. For Inpatient cases, the UM Nurse Reviewer will also provide you with their individual telephone number in order to communicate concurrent clinical information. You also have the option to fax clinical information for concurrent inpatient reviews to directly to individual UM Nurse Reviewers.

When communicating with Unison Health Plan for an **initial authorization** of an elective, urgent/emergent admission or outpatient service going forward, please call us at 1-800-366-7304 or fax to 1-866-8396454. Please save these numbers for reference as they have recently changed.

Treatment for Emergency conditions does not need to prior authorized.

When faxing initial demographic information, please include the name of your facility, member name, subscriber ID, date of birth, admit date, primary diagnosis, admitting physician and means of admission.

Please remember authorization does not guarantee payment which is affected by other factors such as eligibility, benefit limitations, exclusions, and other coverage issues. For future inquiries please remember to retain your authorization number when calling Utilization Management.

For Behavioral Health requests, please continue to call 866-261-7692.

If you have any questions, please contact your Unison Provider Relations Representative

We again thank you for your patience during this transition.

Unison Health Plan of Ohio