



REVISED - Notice to Providers

Unison Health Plan of Pennsylvania 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 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 requisite information from the Intake Agent, they will outreach to 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: (866) 745-1707.

When communicating with Unison Health Plan for an **initial authorization** of an elective, urgent/emergent admission or outpatient service going forward, please dial or fax:

Unison MedPlus, Unison Kids and Unison aB:

- Telephone (800) 366-7304
- Fax (412) 457-1351

Unison Advantage:

- Telephone (877) 333-3457
- Fax (866) 839-4066

(Note – some of these numbers have changed):

When faxing initial demographic information, please include the name of your facility, member name, subscriber ID, and 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.

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 Pennsylvania