



How to make a post-service, pre-claim modification to an approved prior authorization

We created the Prior Authorization Crosswalk to make it easier for you to see if you need to modify an approved prior authorization. Use the Prior Authorization Crosswalk table when you have an approved prior authorization for treating a UnitedHealthcare commercial member and need to provide an additional or different service. The table will help you determine if you can use the approved prior authorization, modify the original or request a new one.



How to use the Prior Authorization Crosswalk table

If you have prior authorization for a CPT® code listed in the left column and you perform a service:

- Listed in the right column, you don't need to update the original prior authorization request
- Not listed in the right column, you must modify the original prior authorization request before you submit the claim



How to modify your existing prior authorization request

- You can make CPT code changes to an existing approved prior authorization if the service is medically necessary
- We'll allow changes before you submit the claim if you make the change within 5 business days after you provide the service
- Call **877-842-3210**, 7 a.m.–7 p.m. CT, Monday–Friday with updated clinical information



Out-of-scope services

- Genetic and molecular testing, including breast cancer gene (BRCA) codes
- Oncology
- Radiology
- Cardiology
- Injectable medications, including hemophilia



If you have questions, please contact your provider advocate.

CPT® is a registered trademark of the American Medical Association.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Oxford Health Plans (CT), Inc., All Savers Insurance Company, Tufts Health Freedom Insurance Company or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., Tufts Health Freedom Insurance Company or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH), or its affiliates.

PCA-1-23-02304-POE-WEB_07052023

© 2023 United HealthCare Services, Inc. All Rights Reserved.

United
Healthcare