



Update to member service area coverage for OON benefits Changes affect UnitedHealthcare Fully Insured Plans July 1, 2021

Optum is sending this announcement in an effort to communicate a change in plan design for members of UnitedHealthcare Fully Insured plans. UnitedHealthcare Fully Insured plans will exclude OON benefits provided to members outside of their service area defined in the members certificate of coverage. This change will support our ongoing efforts to provide managed members with access to timely, affordable, and quality Behavioral Healthcare.

Beginning July 1, 2021, UnitedHealthcare has updated its coverage of OON benefits to exclude coverage of OON services provided outside the member's service area. This applies to medical and behavioral health services and impacts services that are already subject to prior authorization.

For behavioral health services administered by Optum, the service area update applies to non-emergent, sub-acute inpatient or outpatient services received at any of the following facilities:

- Alternate Care Facility - PHP or IOP
- Freestanding Facility – Psychiatric or Substance Use
- Residential Treatment Facility- Psychiatric or Substance Use
- Inpatient Rehabilitation Facility- Psychiatric or Substance use

What do you need to do?

1. Remember the importance of referring members to in-network (INN) providers – for quality and cost-share impact. To help a member find a provider that is within their service area, you can visit www.liveandworkwell.com and select *Find a Doctor* to search for network providers near them. You can also call the Member Phone Number on the back of the member's health plan ID card. We're happy to help you find a network provider or program that meets the member's treatment needs.

or

2. If an INN network provider is unable to be located, please call the phone number on the members Health Plan ID card, so the plan may assist in locating an INN resource.

How will this affect you?

You may be asked to accept admission of a member who is currently at an OON facility. In-network programs can still admit members from out of their service area. Please follow the existing process for obtaining authorization for these members as required.

We sincerely thank you for our relationship and for the services that you provide to our members.

Questions?

Please contact your provider advocate with any questions.