

Changes to our Utilization Management (UM) Communication Process for Behavioral Health

Effective 06/10/2024

Dear Provider(s),

Effective June 10, 2024, Health Plan of Nevada (HPN), Sierra Health & Life (SHL), and Sierra Healthcare Options (SHO) will no longer send notification letters with each concurrent review for behavioral health services. An initial approval letter will only be sent at the time an elective service is approved.

Although letters will no longer be sent for each concurrent review, the Health Plan will continue to provide notice if the service is denied.

We believe this change will streamline our communications and focus resources more efficiently.

Other Considerations

- The health plan has transitioned from MCG and ASAM to InterQual Guidelines for dates of service beginning April 16, 2024.

We're here to help you

If you have any questions regarding this transition, please contact your provider advocate directly at BH_Provider_Advocates@uhc.com.

Thank you for providing quality, cost effective care to our members.