



# Utilization Management for Inpatient, Residential, PHP, IOP, and ABA reviews is required in 2024

## Individual and Family Plan Platinum Providers

Optum runs data annually to assess and grant Platinum recognition status to our providers. In accordance with your Agreement and continued participation in this program, we reserve the right to complete a full clinical review when indicated.

The UnitedHealthcare Individual Exchange, marketed as Individual and Family Plan, is one of the products where clinical review remains mandatory, apart from the Platinum status Utilization Management (UM) and concurrent review exemption. Any UnitedHealthcare Individual Exchange member receiving treatment in your facility will continue to need the standard UM and concurrent review. Additionally, if an Exchange member is receiving treatment at your facility, the Optum clinical manager will remind you of the exception to Platinum status.

As a reminder when providing services to Exchange members, Optum providers will submit authorizations online through the Prior Authorization and Notification Tool (PAAN) via [UHCprovider.com](https://UHCprovider.com). You can use the same One Healthcare ID you use for secure transactions on the Optum provider website, *Provider Express*.