



April 9, 2021

Notice Regarding Changes to the Authorization Process for UnitedHealthcare Community Plan Mental Health Rehabilitative (MHR) Services

Dear Provider:

UnitedHealthcare Community Plan of Louisiana will be changing the way it receives authorization requests for the following MHR services:

- **Crisis Intervention (CI) – H2011**
- **Assertive Community Treatment (ACT) - H0039**

Effective April 12, 2021 authorization requests for the identified services will change from using the fax number 1-885-202-7023 to being submitted through the **Healthy Louisiana Mental Health Rehabilitation and Evidence-Based Practices Request Form** online. To allow for acclimation to the new process, the fax number will remain available for the next 30 days. After this 30-day time period, the fax number will be retired.

The Healthy Louisiana Mental Health Rehabilitation and Evidence-Based Practices Request Form is located on : [providerexpress.com](https://www.providerexpress.com) > Our Network > State-specific Provider Information > Louisiana > Authorization Templates > Healthy Louisiana Mental Health Rehabilitation and Evidenced Based Practices Request Form. (<https://www.providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wLA.html>)

To learn more about the Healthy Louisiana Mental Health Rehabilitation and Evidence – Based Practices Request Form, please review the LA MHR Prior Authorization Training Deck also located on the Louisiana Page of [providerexpress.com](https://www.providerexpress.com)

Should you have any questions, please contact your Provider Relations representative or the Provider Service Line 1-866-675-1607.

We highly value your participation in our network.

Sincerely,

Network Management