



April 29, 2011

Name
Address
City, State Zip

RE: Prior Authorization Process Change for Therapy Services Beginning June 1, 2011

Dear UCare Provider:

We are writing to inform you that UCare has partnered with Health Services Management, Inc. (HSM) to manage the utilization review of our member's outpatient and in-home rehabilitative and habilitative therapy services. As you are aware, as of January 1, 2011, UCare required prior authorization (PA) of therapy services beyond the 10th visit. I want to inform you of another important change in our PA process for therapy services.

Beginning June 1, 2011, PA requests for additional therapy services beyond the 10th date of service for each type of therapy (i.e. physical, occupational, and speech) will need to be submitted to HSM, rather than UCare's Clinical Services Department. UCare will transfer all PA approvals for outpatient and in-home therapy services that occurred prior to June 1st to HSM. If additional therapy visits are required beyond what UCare authorized, you will be required to submit the initial evaluation, progress notes, treatment plan, and any other relevant clinical information to HSM for continued authorization.

There are several ways you can submit PA requests to HSM. Beginning June 1st, you can:

- Log into HSM's web portal by logging onto their web site at www.hsminc.com/ucare.
- Fax it to HSM's secure line at **651-287-4737** or **1-855-390-4737** (toll free).
- Mail it to them at:
HSM, Inc.
Attn: UCare Intake
7805 Hudson Road, Suite 190
St. Paul, MN 55125
- For your convenience, we have also included a link to HSM's web site on UCare's Provider Portal at www.ucare.org/providers/pages/providerportal.aspx.

If you have any questions regarding registration for the HSM web portal and/or prior authorizations for therapy services on/after June 1st, please call HSM at **651-287-4705** or **1-888-660-4705** (toll free).

If you have any other questions, please contact our Provider Assistance Center at **612-676-3300** or **1-888-531-1493** (toll free). Please remember to visit our web site at www.ucare.org/providers for the latest news and information.

Sincerely,

Russ Kuzel, M.D.
Chief Medical Officer