

May 13, 2011

Prior Authorization Process Change for Therapy Services Begins June 1, 2011

This is a reminder that beginning June 1, 2011, all prior authorization (PA) requests for outpatient and in-home rehabilitative and habilitative 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 Health Services Management, Inc. (HSM).

UCare has partnered with HSM to manage the utilization review of our member's outpatient and in-home therapy services. We will be transferring all PA approvals that occurred prior to June 1 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 1, you can:

- Log into HSM's web portal by visiting their web site at www.hsminc.com/ucare.
- Fax requests to their 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 PA requests for therapy services on/after June 1, 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.