

December 13, 2023

ALERT: Coverage for Substance Abuse Intensive Outpatient Program and Substance Abuse Comprehensive Outpatient Treatment

These services are coverable as medically necessary retroactive to October 3, 2023, for any dates of service members were enrolled with UnitedHealthcare's Medicaid plan.

What to Know

- The Tailored Plan criteria has not changed, and members needing this level of service will still meet criteria for transition
- Providers should continue to follow standard processes to educate members on the differences in Medicaid plan and follow steps with the enrollment broker as needed.

For any members that remain in services and have already exceeded the passthrough period (initial 30 calendar days from start of treatment for SAIOP and initial 60 days calendar days from start of treatment for SACOT) providers should request authorization as soon as possible but no later than January 5, 2024.

For any members that are engaged in treatment, and they are nearing the end of the passthrough period, providers should also request authorization. This should be done 3-5 days prior to the end of the allowed calendar passthrough days.

Authorizations can be requested by calling: Call 800-638-3302, 8:00 a.m. – 6:00 p.m. EST, Monday – Friday.

For any members that are no longer in treatment, but authorization is needed for dates of service since October 3, 2023, providers should follow the standard process for submission of retroactive authorization requests.