



Physician Alliance of the Rockies Instructions for Prior Authorization

Effective September 1, 2016, all requests for authorization of services required by UnitedHealthcare for AARP® MedicareComplete, Secure Horizons and UnitedHealthcare® Group Medicare Advantage (HMO) Members will be processed in Colorado by Physician Alliance of the Rockies. The initial process will be by FAX. Please follow the instructions below:

1. Complete all fields in the form: **Prior Authorization Request Form for Physician Alliance of the Rockies**. Fax all requests to: 844-287-9417.
2. Please request **“urgent”** only for those requests that are medically urgent:
Urgent Services – medical services required in order to prevent a serious deterioration of a member's health that results from unforeseen illness or an injury
3. All referrals to providers who are not contracted with UnitedHealthcare or who are out of the Denver metro service area DO require an authorization in order for claims to pay.
 - a. *Referrals to providers that are contracted with UnitedHealthcare for Medicare Advantage in the Denver metro area do not require authorization.*
4. Please attach the most recent clinical notes from the patient’s record, and any recent records that pertain to the request.
5. Our goal is to process all urgent requests within 24 hours and all routine requests within 3 business days if all of the information required is submitted with the request.
6. Please continue to send routine DME requests to Apria, phone: 720-922-4600

Our goal is to make this a smooth transition. If you have any questions or concerns, please call us from 8:00 AM – 5:00 PM, Mon-Fri at 720-445-9404, Option 2.