

PRIOR AUTHORIZATION TIPS

This resource is provided as educational support to assist health care professionals and the patients they serve. Healthcare professionals may choose to use these tips to assist in their access to United Therapeutics treatment prescribed. This is not a guide or instructions. United Therapeutics does not guarantee coverage or reimbursement for the United Therapeutics treatment prescribed. The healthcare professional has the responsibility to ensure correct prior authorization policies are followed. Providers must ensure they accurately complete and submit necessary information to insurance companies.

Before contacting the Healthcare insurance plan for a prior authorization (PA), make sure you have all the forms needed for the United Therapeutics Treatment prescribed.

If you have questions, call 1-877-UNITHER (1-877-864-8437).

An ASSIST Customer Support associate can assist you Mon-Fri, 8:30 am-7:00 pm ET.



Make sure to provide complete information to the insurer. It may help to verify your information with a colleague before submitting.



- 1. Review all guidelines as every healthcare insurance plan has specific guidelines**
- 2. Find the prior authorization form provided by the healthcare insurance plan**
- 3. Know and meet deadlines for prior authorization and other required documents**
- 4. Review your statement of medical necessity for missing information or incorrect numbers for codes**



- 5. Complete all the fields on any forms you submit**
- 6. Include the patient insurance ID number from his or her insurance card**
- 7. Be sure to include your provider ID number**
- 8. Include any supporting documentation**



- 9. Make a copy of anything you send the healthcare insurance company**
- 10. Log any phone calls you make, including the time, date, and the name of the representative**
- 11. Record the name and contact information of the people with whom you interact**