

UPMC Health Plan

QUICK REFERENCE GUIDE

Interactive Voice Recognition (IVR) System

1-866-406-8762

Provider OnLine

www.upmchealthplan.com

Prior Authorization

1-800-425-7800

Provider Services

1-866-918-1595

Member Services

1-888-876-2756

All services may be subject to retrospective review to determine medical necessity.

- Possession of a UPMC Health Plan member ID card does not guarantee eligibility.
- To verify member eligibility, call IVR at 1-866-406-8762 or Provider Services at 1-866-918-1595. Or access Provider OnLine at www.upmchealthplan.com, and select "Providers" and then "Provider OnLine."

Claims Submission Address: UPMC Health Plan, P.O. Box 2999, Pittsburgh, PA 15230

	Follow UPMC Health Plan Coordination of Care Process	Prior Authorization Required	Self-Referral
INPATIENT SERVICES			
Hospital Admissions (elective and acute, excludes deliveries)		●	
Long-Term Acute Care (LTAC) Admissions		●	
Rehabilitation Facility Admissions		●	
Skilled Nursing Facility (SNF) Admissions		●	
OUTPATIENT SERVICES			
Acupuncture for Nausea and Vomiting		●	
Ambulance Services (non-emergent 1-877-521-7433)	●		
Autism Spectrum Disorders Management		●	
Home Health Care	●		
Home Telemonitoring		●	
Hospice Care	●		
Genetic Testing for Long QT Syndrome		●	
Molecular Susceptibility Testing for Breast Cancer and/or Ovarian Cancer (BRCA)		●	
Oncotype Dx Assay for Breast Cancer		●	
Outpatient/Mobile Real Time Cardiac Surveillance		●	
Outpatient Therapy (physical, occupational, and speech)	●		
Private Duty Nursing		●	
Referrals to Non-Participating Providers		●	
Wireless Capsule Endoscopy		●	
SURGICAL PROCEDURES			
Abdominoplasty/Panniculectomy		●	
Breast Reduction (excluding reconstruction for breast cancer)		●	
Carotid Angioplasty with Stenting		●	
Cochlear Implants and Osseointegrated Bone Stimulators (BAHA)		●	
Dental Anesthesia		●	
Endovascular Stent for Abdominal Aortic Aneurysm		●	
Prophylactic Mastectomy		●	
Selective Internal Radiation Therapy (SIRT)		●	
Transplants (bone marrow, stem cell, and solid organ)		●	
Weight Reduction Surgery		●	
DURABLE MEDICAL EQUIPMENT AND ANCILLARY SERVICES (412-454-7525)			
Bone Growth Stimulators, Non-Invasive		●	
Continuous Glucose Monitoring, Long Term, Interstitial		●	
Cranial Remolding Orthosis		●	
External Insulin Pumps (for under 13 years old)		●	
Lymphedema Pump and Appliances		●	
Microprocessor Knee (C-Leg®)		●	

Negative Pressure Wound Therapy		●	
Nutritional Products		●	
Parenteral Nutrition		●	
Power Mobility Devices (PMDs)		●	
Pressure Reducing Support Surfaces — Groups 2 and 3		●	
ThAIRapy Vest		●	
Wearable Cardiac Defibrillator		●	
Wheelchair Accessories, Repairs, and Replacement		●	
Wheelchair Seating		●	
SELF-REFERRAL			
Chiropractic Services (consult benefit plan)		● Under 13 years old	● 13 years old and over
Mental Health and Substance Abuse (1-888-251-2224)			●
Specialist Visit (including diagnostic testing and surgery in the office)			●
Vision Services — Routine (Members call Vision Benefits of America at 1-800-432-4966.)			●