

ATTENTION:

**Nursing Home Billing Office, Director of Nursing,
Assistant Director of Nursing, Nursing Staff**

Any nursing home facility using outside entities for service for UPHP members will need to verify UPHP Network participation prior to the resident receiving services. Please visit <http://www.uphp.com/resources/provider-search-landing/> or call UPHP Customer Service at 1-906-225-7500 or 800-835-2556 to verify.

If services for UPHP members are not in-network with UPHP then you must submit a Prior Authorization before providing these services. In the event there is an emergency during non-business hours you may send the completed Prior Authorization form to UPHP and it will be reviewed on the next scheduled business day.

Services that likely need a Prior Authorization include: Mobile X-ray, Podiatry Services, and Audiology Services. There may be other services that will need to be determined by verifying on www.uphp.com or calling Customer Service. This is important to avoid claim denials and potential member billing that your residents could be unable to afford.

You can find UPHP Prior Authorization forms at <https://www.uphp.com/providers/forms-links/>.

If you have questions about prior authorizations, please call 906-225-7774.