

UnitedHealthcare Announcement

Dear Valued CHC Solutions, Inc. Customer,

UnitedHealthcare (UHC) has announced the following policy update.

Beginning September 1, 2024, UnitedHealthcare® Medicare Advantage plans will require prior authorization for personal long-term continuous glucose monitors (CGMs) for members with any diagnosis other than Type 1 diabetes. When the durable medical equipment (DME) vendor receives a physician order for a CGM, the DME provider must obtain prior authorization for both the device and the supplies. The prior authorization will be effective for a consecutive 12-month period.

If you receive this notification, we will need to obtain authorization from UnitedHealthcare to provide your CGM order after September 1, 2024.

What does this mean for you and your future CGM orders through CHC Solutions?

- To submit an authorization through UHC, CHC Solutions must obtain a copy of your office visit notes from the past 6 months.
- The CHC Solutions team has contacted your ordering physician to request a copy of your most recent office visit notes.
- If you have not had an appointment with your physician since April 1, you must be seen by them prior to your September reorder date. At your appointment, ask your physician to fax your visit notes to 1.877.299.7229.
- The CHC Solutions team will submit the authorization request. In the event that UHC denies the authorization or you do not qualify to receive the CGM product any longer, we will contact you.

If you have questions about this change, please call the CHC Solutions customer service team at 1.855.768.3680.