



A UnitedHealthcare Company

# Continuity of Care Form

### To complete this form:

- Save and download the form to your device.
- Please make sure all fields are completed. Once completed, it must be signed by the member for whom the Continuity of Care is being requested. If the patient is a minor, a guardian’s signature is required. Use auto-signature to sign it electronically and save the completed form to your device.
- You are encouraged to apply for Continuity of Care within 30 days of the care provider’s termination date, as noted in the letter you received.
- A separate Continuity of Care form must be completed for each condition you and/or your dependents are seeking Continuity of Care.

### Submitting your form:

Either you or your provider can return the completed form along with relevant medical records and information by mail, fax or submitting online. Whether you or your provider submits the completed form, we encourage you to obtain a copy of the completed form for your records.

**By mail: UMR Continuity of Care, PO Box 8042, Wausau, WI 54402-8042**

**By fax: 855-229-4454**

### To submit online:

1. Sign in to **umr.com** or create your account.
2. Select **Contact us** at the top of the screen.
3. In the **Message center** window, fill out required information.
4. In the **Subject** line drop-down, select **Submit Continuity of Care form.**
5. Upload your signed Continuity of Care form.
6. Select **Submit.**

**Note:** After receiving your request, we will review and evaluate the information provided. Once determination has been made, we will send you a letter to let you know if your request was approved, denied, or if the form is incomplete and no determination can be made. Completion of this form does not guarantee that a Continuity of Care request will be granted.

### Patient Information - Please print clearly.

Full Name of Person Being Treated		Member ID Number (Refer to insurance ID card)	Date of Birth (mm/dd/yyyy)
Address		City	State/ZIP Code
Home/Cell Phone Number		Work Phone Number	
Employer Name	Group ID (Refer to insurance ID card)	Patient’s Relationship to Employee <input type="checkbox"/> Self <input type="checkbox"/> Spouse <input type="checkbox"/> Dependent <input type="checkbox"/> Other	
<b>Authorization to release records:</b> I authorize all physicians and other health care professionals or facilities to provide information concerning medical care, advice, treatment or supplies for the patient named above. This information will be used to determine the member’s eligibility for Continuity of Care benefits under the plan.			
Patient Signature/Parent or Guardian’s Signature if Member is a Minor			Date (mm/dd/yyyy)

**Care Provider Section: Your terminating physician should complete the following information. Please print clearly.**

Provider Full Name	Provider Term Date	Termed Provider Tax ID Number (TIN)	Provider Office Phone Number
Address		City	State/ZIP Code
Hospital			Hospital Phone Number
Primary Diagnosis (ICD10)		Secondary Diagnoses (ICD10)	Expected Length of Treatment (Up to 90 days from provider termination)
Date of Last Visit (mm/dd/yyyy)		Next Scheduled Appointment (mm/dd/yyyy)	If Maternity: Expected Date of Delivery (mm/dd/yyyy)

Please select 1 of the descriptions if it applies:

<input type="checkbox"/> Life-Threatening Condition	<input type="checkbox"/> Acute Condition	<input type="checkbox"/> Transplant	<input type="checkbox"/> Inpatient/Confined
<input type="checkbox"/> Upcoming Surgery	<input type="checkbox"/> Disabled/Disability	<input type="checkbox"/> Terminal Illness	<input type="checkbox"/> Ongoing Treatment

**Current and Associated Treatment(s)/Comments (Include all relevant CPT codes)**

We understand you are not, or soon will not be, a participating provider in our network. Our member is receiving treatment for the above medical condition from you and is seeking continued coverage at the network benefit level. If the member is eligible, you agree to (1) provide the covered service, including any follow-up care covered under the member’s plan, for the applicable time-frame, (2) follow our policies and procedures, (3) upon request, share information regarding the member’s treatment with us, (4) if applicable, make referrals for services, including laboratory services to network providers, or ask for our approval before referring a member to an out-of-network provider, and (5) if applicable, request any required prior approval before the services are rendered. Please note the following:

For providers leaving our network, the terms and conditions of your participation agreement will continue to apply to the covered service, including any follow-up care covered under the member’s plan. Payment under your participation agreement, along with any co-payment, deductible or co-insurance for which the member is responsible under the plan, is payment in full for the covered service. You will neither seek to recover nor accept any payment in excess of this amount from the member, us, or any payer or anyone acting on their behalf, regardless of whether such amount is less than your billed or customary charge.

Signature of Health Care Professional and Title	Date (mm/dd/yyyy)
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**Care Provider Section: Your terming facility should complete the following information. Please print clearly.**

Facility Full Name	Facility Term Date	Termed Facility Tax ID Number (TIN)	Facility Office Phone Number
Address		City	State/ZIP Code
Primary Diagnosis (ICD10)		Secondary Diagnoses (ICD10)	Expected Length of Treatment (Up to 90 days from provider termination)
Date of Last Visit (mm/dd/yyyy)		Next Scheduled Appointment (mm/dd/yyyy)	If Maternity: Expected Date of Delivery (mm/dd/yyyy)

Please select 1 of the descriptions if it applies:

<input type="checkbox"/> Life-Threatening Condition	<input type="checkbox"/> Acute Condition	<input type="checkbox"/> Transplant	<input type="checkbox"/> Inpatient/Confined
<input type="checkbox"/> Upcoming Surgery	<input type="checkbox"/> Disabled/Disability	<input type="checkbox"/> Terminal Illness	<input type="checkbox"/> Ongoing Treatment

**Current and Associated Treatment(s)/Comments (Include all relevant CPT codes)**

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For providers leaving our network, the terms and conditions of your participation agreement will continue to apply to the covered service, including any follow-up care covered under the member’s plan. Payment under your participation agreement, along with any co-payment, deductible or co-insurance for which the member is responsible under the plan, is payment in full for the covered service. You will neither seek to recover nor accept any payment in excess of this amount from the member, us, or any payer or anyone acting on their behalf, regardless of whether such amount is less than your billed or customary charge.

Signature of Appointed Facility Representative and Title	Date (mm/dd/yyyy)
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CONFIDENTIALITY NOTICE: Information in this document is considered to be UnitedHealthcare’s confidential and/or proprietary business information. Consequently, this information may be used only by the person or entity to which it is addressed. Any recipient shall be liable for using and protecting UnitedHealthcare’s proprietary business information from further disclosure or misuse, consistent with recipient’s contractual obligations under any applicable administrative services agreement, group policy contract, non-disclosure agreement or other applicable contract or law. The information you have received may contain protected health information (PHI) and must be handled according to applicable state and federal laws, including, but not limited to HIPAA. Individuals who misuse such information may be subject to both civil and criminal penalties.  
 Any person who knowingly and with intent to defraud any insurance company or other person files an application for insurance or statement of claim containing any materially false information, or conceals for the purpose of misleading, information concerning any fact material thereto, may commit a fraudulent insurance act, which may be a crime, and may also be subject to a civil penalty for each violation