

March 01, 2023

# New requirements for gastroenterology services

Last modified: May 22, 2023

Beginning June 1, 2023, you'll be required to obtain prior authorization for gastroenterology endoscopy services for UnitedHealthcare commercial plan members, in accordance with the terms of their benefit plan. Please note that screening colonoscopy procedures are not included in this new medical necessity review requirement. Please review the [Preventive Care Services – Commercial and Individual Exchange Medical Policy](#) [↗](#) for details regarding screening colonoscopies.

## Affected procedures

The following procedures will now require prior authorizations:

- Esophagogastroduodenoscopies (EGD)
- Capsule endoscopies
- Diagnostic colonoscopies
- Surveillance colonoscopies

## Submitting prior authorizations

You can submit a prior authorization request in one of the following ways:

- **Online:** Use the Prior Authorization and Notification tool on [UHCprovider.com](#) by following these steps:
  - Sign in to the UnitedHealthcare Provider Portal using your One Healthcare ID
  - Select Radiology, Cardiology, Oncology, Radiation Oncology and Gastroenterology Endoscopy Services Transactions
  - Enter the required information on the submission site
- **Phone:** Call us at **866-889-8054** (Oxford **877-773-2884**), Monday–Friday, 7a.m.–7p.m. in all time zones

## Learn more

Please visit our [frequently asked questions](#) [↗](#) to learn more about how this change may affect you and your practice.

Review the guidelines:

[Screening Colonoscopy Procedures – Commercial Medical Policy](#) [↗](#)

[Screening Colonoscopy Procedures – Oxford Policy](#) 

[Outpatient Surgical Procedures – Commercial](#) 

[Outpatient Surgical Procedures – Oxford](#) 

[Gastrointestinal Colonoscopy Procedure Guidelines – Commercial](#) 

[Gastrointestinal Endoscopy Procedure Guidelines – Commercial](#) 

[Capsule Endoscopy Procedure Guidelines – Commercial](#) 

[Oxford – Gastroenterology and Capsule Endoscopy Guidelines](#) 

## Questions?

Contact Provider Services at **866-416-6594** if you have any questions.

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