Starting July 1, 2017, UnitedHealthcare Community Plan will require a Certification of Terminal Illness (CTI) and supporting medical records for members in hospice care for more than 12 months and then again every two months after that. This will help us better understand the level of care the members are receiving.

**Key Points**
- To help ensure the appropriate level of care is used, a CTI will be required for UnitedHealthcare Community Plan members in Tennessee, Mississippi and Florida with hospice stays of more than 12 months.
- Submitting the CTI form on time can help you avoid claim payment delays.
- The member’s CTI should include supporting medical records.

**CTI Guideline**


**A CTI should include:**
- A written statement from the hospice medical director or the member’s physician that the member still meets the Centers for Medicare & Medicaid Services (CMS) definition of terminally ill: in the health care provider’s opinion, the member's life expectancy is six months or less if the illness continues
- Copies of supporting medical records
- A summary of how the member’s records support the diagnosis of “terminally ill”

**Where to send the CTI:**

You can send the member’s information by fax to:
- Florida: 801-567-5497
- Mississippi: 801-994-1224
- Tennessee: 801-994-1224

If you choose to mail the CTI information, please send to:

In Florida:
UnitedHealthcare Community Plan
M*Plus and Florida Healthy Kids (FHK)
P.O. Box 31362
Salt Lake City, UT 84131

In Mississippi and Tennessee:
UnitedHealthcare Community Plan
P.O. Box 5220
Kingston, NY 12402

**We’re here to help.**

If you have questions, please call us at:
- Florida: 877-842-3210
- Mississippi: 877-743-8734
- Tennessee: 800-690-1606