



Remember to call ahead

Any time you or a family member is admitted to the hospital or receives certain outpatient services, it is important to let UMR know.



Call the number on your UMR ID card if you will be receiving any of the following services:

- Hospitalizations & inpatient surgeries*
- Advanced imaging
- Advanced radiation treatment
- Bariatric surgery
- Behavioral health stays
- Cardiology procedures
- Chemotherapy
- Cosmetic & reconstructive surgeries
- Durable medical equipment
- Genetic testing
- Implantable spinal cord & nerve stimulators
- Joint procedures
- Medical specialty drugs & injectables
- Non-emergent air transportation
- Pain management
- Partial hospitalization programs
- Skilled nursing facility
- Sleep apnea treatment
- Sleep studies
- Spine surgery
- Surgical treatment for gender dysphoria
- Transplant & transplant-related services

* Except stays of 48 hours or less following a normal vaginal delivery or 96 hours or less following a Cesarean section.

This list is not all-inclusive and is subject to change. Please refer to your summary plan description (SPD) for a full list of services requiring prior authorization. UMR pays providers according to the coverage terms, benefits, limitations and exclusions of your benefit plan documents.