

# Connecticut MGMA

**Payer Day**

**Friday, March 10, 2017**

**Our United Culture. The way forward.**

**■ Integrity ■ Compassion ■ Relationships ■ Innovation ■ Performance**

# Agenda

- Advance Notification and Prior Authorization Updates
- Policies
- Link Provider Portal
- Deciphering ID Cards
- Credentialing and Re-credentialing
- Contacts

# Advance Notification and Prior Authorization Updates

# Advance Notification/Prior Authorization Reminder



The notification/prior authorization process must be completed before performing procedures on the Advance Notification/Prior Authorization list or claims may be administratively denied and the member cannot be billed for the service.

Beginning **Jan. 1, 2017**, we are piloting a program that eliminates most prior authorization requirements for eligible Medicare Advantage members.

To support the care provider's role in managing and determining the appropriateness of a member's treatment, we're testing whether limiting or eliminating certain prior authorization requirements will improve member and care provider experience.

## Eligible members include:

- Medicare Advantage preferred provider organization (PPO) group retiree members (nationally)
- All Medicare Advantage plan members seeing care providers in Northeastern states:
  - Connecticut
  - Rhode Island

# Policies

# Policies and Protocols

UnitedHealthcare Medical and Reimbursement Policies, Protocols and Administrative Guides can be located on our Provider Portal at [www.unitedhealthcareonline.com](http://www.unitedhealthcareonline.com), [Home](#) > [Tools & Resources](#) > [Policies, Protocols and Guides](#)



## Administrative Guides


More...

Find information on filing claims, adjustments and appeals, notification requirements, protocols, contact information and more.

[UnitedHealthcare Administrative Guide 2017 - All States Except NC](#) 

[UnitedHealthcare Administrative Guide 2016](#) 

[TRICARE Provider Handbook - April 2016](#) 

[2016 UnitedHealthcare West Capitated Administrative Guide for Commercial and Medicare Advantage Plan Care Providers](#) 

[TRICARE Provider Handbook - October 2016](#) 

[Click Here to provide feedback on UnitedHealthcare Administrative Guides](#)



## Policies

View UnitedHealthcare's Medical and Reimbursement Policies and other information on working with UnitedHealthcare. Please refer to the **Protocols** section below for information on Advance and Admission Notification Requirements.

[Medical & Drug Policies and Coverage Determination Guidelines - Commercial](#)

[Reimbursement Policies - Commercial](#)

[UnitedHealthcare Community Plan Medical Policies and Coverage Determination Guidelines](#)

[UnitedHealthcare Community Plan Reimbursement Policies](#)

[UnitedHealthcare Medicare Advantage Coverage Summaries](#)

[More...](#)

# Link Provider Portal

# New Link Apps

**\*Required**

\*Confirm Payer Name (Insurance Company)/Payer ID ?

UnitedHealthcare - 87726 ✕

\* Member ID \* Date of Birth

MM/DD/YYYY 📅

First Date of Service Last Date of Service

MM/DD/YYYY 📅

*If a date range is not entered, current date will be used.*

Search

[More Search Options](#)

UnitedHealthcare  
Eligibility &  
Benefits

**UHC On Air**  
UnitedHealthcare

Starting Sept. 12, UHC On Air is your source for live and on-demand video broadcasts.

UHC On Air has in-depth program information and updates from UnitedHealthcare on topics including:

- New programs and quality initiatives
- Tips and training for our online tools
- Operational and clinical policy updates

And much more

To get started, simply click on the UHC On Air app. You may need to scroll to the bottom of your screen to see the new app.

UHC On Air

claimsLink

UnitedHealthcare  
Claims  
Management

UnitedHealthcare  
Claims  
Reconsideration

UnitedHealthcare  
Online

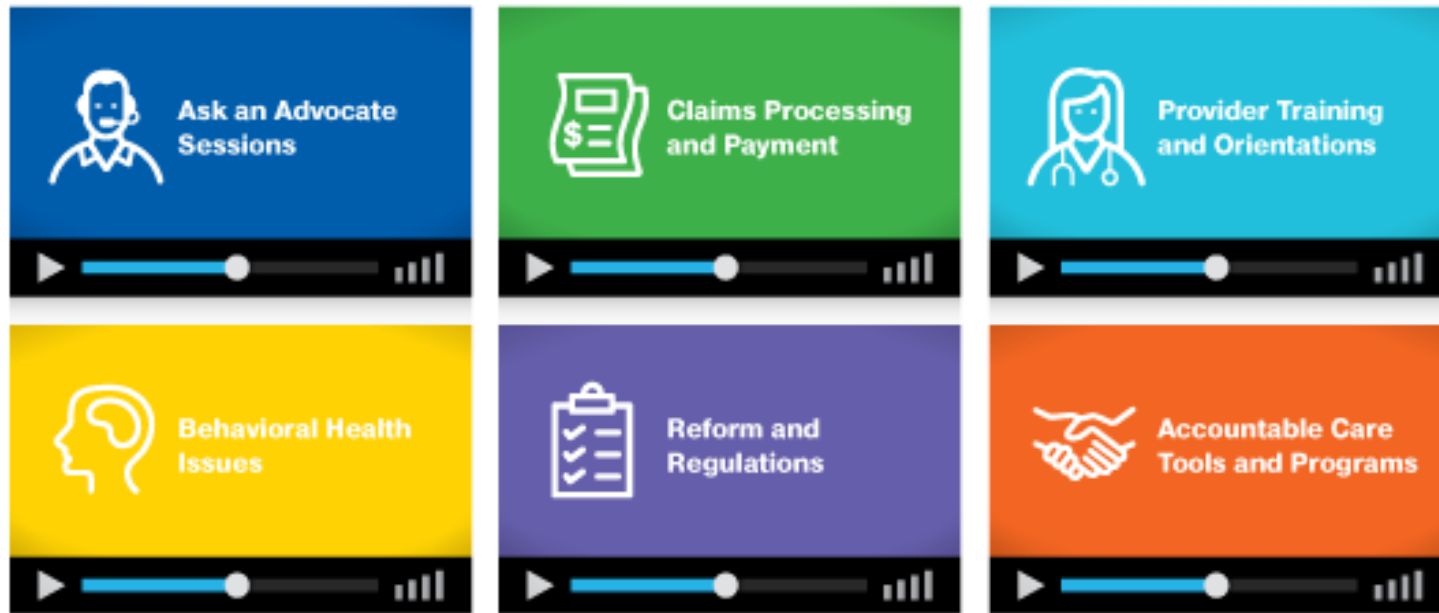
My Practice  
Profile



## Link Resources/UHC On Air

To learn more about Link, please visit the Link resources page at [UnitedHealthcareOnline.com](http://UnitedHealthcareOnline.com) > Quick Links > Link: Learn More

The following Link tutorials are currently available on the UHC News Now channel:



# Deciphering ID Cards

# Deciphering ID Cards



Member ID Cards can be viewed online, via Link Eligibility & Benefits. Deciphering Member ID Cards can be found, on pages 7 and 8 of the UnitedHealthcare 2017 Administrative Guide, which can be found online via the Provider Portal at [www.unitedhealthcareonline.com](http://www.unitedhealthcareonline.com).

## Health Care Identification (ID) Cards

UnitedHealthcare members receive health care ID cards that include information necessary for you to submit claims, such as the payer ID for electronic claims submission. Information on the cards may vary by health benefit plan.

Simple ID cards can be seen for each member when you verify eligibility using the eligibility application on [Link](#).

Please check the member's health care ID card at each visit, and keep a copy of both sides of the health care ID card for your records. Possession of a health care ID card is not proof of eligibility.

**Bar-coded Health Care ID Cards**  
UnitedHealthcare uses bar codes on our health care ID cards to make it easy for you to access member information at the point of service.



A 2D bar code scanner is required to scan these cards. The scanner can be used in conjunction with [UnitedHealthcareOnline.com](#) to access the Member's Personal Health Record, verify eligibility, submit a claim and perform other administrative transactions. We use the national Workgroup for Electronic Data Interchange (WEDI) card standards for our ID cards.

## Commercial Health Care ID Card Legend



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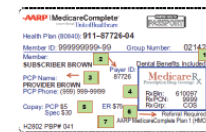


- 1. UnitedHealthcare brand:** including UnitedHealthcare, Aflac, Golden Rule, UnitedHealthcare Oxford, UnitedHealthOne.
- 2. Member Plan Identifier:** This is a customized field to describe the member's benefit plan (i.e., Individual Exchange, Tiered Benefits, ACO, etc.).
- 3. Payer ID:** Indicates claim can be submitted electronically using the number shown on card. Contact your vendor or clearinghouse to set up payer in your system, if necessary.
- 4. Primary Care Provider (PCP) name and phone number:** 'Included for benefit plans that have PCP selection requirements. For Individual Exchange Members 'PCP required' is listed in place of the PCP name and number. This section may also include Laboratory (LAB) and Radiology (RAD) participant codes.
- 5. Copy information:** If this area is blank, the member is not required to make a copy at the time of service.
- 6. The Benefit Plan Name:** Identifies the applicable benefit plan name.
- 7. Referral requirements identifier:** Identifies plans with referral requirements Prescription information: Including the prescription plan name, prescription bin, PCN and Group code.
- 8. For Members section:** contains benefit plan contact information and if applicable, referrals and notifications information.
- 9. For Providers section:** contains benefit plan and pharmacy contact information, and if applicable key benefit plan features.

## Medicare Advantage Health Care ID Card

To see specific Medicare Advantage benefit plan ID cards go to [UnitedHealthcareOnline.com](#) > Tools & Resources > [Medicare](#) > [HMO, POS & PPO](#) or [Special Needs Plans \(SNP\)](#), and see the Benefit Plan Name Overviews in the Reference Materials section.

## Medicare Advantage ID Example



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## Medicare Advantage ID card legend:

- 1. Dental Benefits:** Included if routine dental benefits are part of the benefit plan and/or if the member purchased an optional supplemental dental benefit rider.
- 2. Payer ID:** Indicates claim can be submitted electronically using the number shown on card. Contact your vendor or clearinghouse to set up payer in your system, if necessary.
- 3. PCP name and phone number:** Included for benefit plans with PCP selection requirements.
- 4. Prescription information:** If the benefit plan includes Part D prescription drug coverage, the Rx Bin, PCN and Group code are visible. If Part D coverage is not included, this area lists information for Medicare Part B Drugs.
- 5. Copy information, including PCP, specialist, and ER copays.** Some Special Needs Plans do not list copy information. Select HMO benefit plans in FL and NC have tiered copayments. These plans have two copayments for PCPs and for specialists.
- 6. Referral requirements identifier:** Identifies benefit plans with referral requirements. Refer to the [Medicare Advantage Referral Required Plans](#) of this guide for more detailed information.

- 7. The Benefit Plan Name:** Identifies the applicable benefit plan. Examples of some Medicare Advantage benefit plans include, but are not limited to:
  - AARP Medicare Complete benefit plans
  - Care Improvement Plus benefit plans
  - UnitedHealthcare Assisted Living Plans
  - UnitedHealthcare Dual Complete benefit plans
  - UnitedHealthcare Medicare Complete benefit plans
  - UnitedHealthcare Nursing Home Plans
- 8. For Members:** Section contains benefit plan contact information for the Member.
- 9. For Providers:** Section contains benefit plan contact information for the care provider.

## Harken Health's Health Care ID Card Legend

Harken Health ID cards will look like this:



## Access Standards

### Covering Physician

As a Primary Care Provider, you must arrange for coverage of your patients who are our members 24 hours a day, seven days per week. If you are unable to provide care and are arranging for a substitute, we ask that you arrange for care from other physicians and health care professionals who participate with the Member's benefit plan, so that services may be covered under the member's network benefit. You must notify us if the covering physician is not in your medical group practice to prevent claim payment issues. When billing services as a covering physician, modifiers substitute physician (05), Covering Physician (CP) and locum tenens (06) must be used. PCP copy is to be collected at the time of service.

To find the most current directory of our network physicians and health care professionals go to [UnitedHealthcareOnline.com](#) > [Physician Directory](#).

### Appointment Standards

UnitedHealthcare establishes standards for appointment access and after-hours care to help ensure timely access to care for members. Performance against these established

# Credentialing and Re-credentialing

# Credentialing Rights

If a physician or other health care provider is not currently credentialed with UnitedHealthcare, they must call (877) 842-3210 and connect with National Credentialing team to initiate the credentialing process before contracting can be considered.

Once credentialed in UnitedHealthcare systems, physician or other health care provider can email [ox\\_hpdemo@uhc.com](mailto:ox_hpdemo@uhc.com) to request contracting under individual contract (or) ask to be linked to an existing UnitedHealthcare group contract.

Physicians can check on the status of their credentialing by calling the Enhanced Voice Portal at (877) UHC-3210, select Other Professional Services, then Credentialing.

Credentialing and demographic link **AND** load and/or execution of a contract are two separate processes.

In order to successfully qualify for in-network participation, there are three conditions that must be met:

1. *A credentialing application must be successfully completed and approved **AND***
2. *A Participation Agreement must be active and in place*

Until the contracting process is successfully completed, any services provided to UnitedHealthcare members will be considered out-of-network.

# Advocate Contacts by County

Kellie Roper (952) 202-7575, [kellie\\_roper@uhc.com](mailto:kellie_roper@uhc.com)

New Haven County

Fairfield County - Middle East (Monroe, Trumbull, Shelton, Stratford)

Johnnie Jones (203) 447-6119, [johnnie\\_jones1@uhc.com](mailto:johnnie_jones1@uhc.com)

Hartford County

Kendra Fabin (203) 447-6002, [kendra\\_fabin@uhc.com](mailto:kendra_fabin@uhc.com)

Middlesex County

Fairfield County - Upper

(Sherman, New Fairfield, Brookfield, Danbury, Bethel, Newtown, Ridgefield, Redding)

Chris Watkins (203) 447-4760, [christopher\\_j\\_watkins@uhc.com](mailto:christopher_j_watkins@uhc.com)

New London County

Windham County

Fairfield County - Middle West

(Easton, Weston, Fairfield, Bridgeport)

Dave Vergati (203) 447-6133, [david\\_vergati@uhc.com](mailto:david_vergati@uhc.com)

Litchfield County

Tolland County

Fairfield County – Lower (Greenwich, Stamford, Darien, New Canaan, Norwalk, Wilton, Westport)

*Note: Advocate assignments may vary by group and/or territory*



# Thank you!