



# 2023 Care Provider Manual

Physician, Health Care Professional, Facility and Ancillary

Missouri

# Welcome

Welcome to the UnitedHealthcare Community Plan provider manual. This up-to-date reference PDF manual allows you and your staff to find important information such as how to process a claim and submit prior authorization requests. This manual also includes important phone numbers and websites on the How to Contact Us page. Find operational policy changes and other electronic transactions on our website at [UHCprovider.com](https://UHCprovider.com).

## Click the following links to access different manuals:

- [UnitedHealthcare Administrative Guide](#) for Commercial and Medicare Advantage member information. Some states may also have Medicare Advantage information in their Community Plan manual.
- A different Community Plan manual: go to [UHCprovider.com](https://UHCprovider.com) > Resources > Care Provider Administrative Guides and Manuals > [Community Plan Care Provider Manuals for Medicaid Plans by State](#).

## Easily find information in this manual using the following steps:

1. Select CTRL+F.
2. Type in the key word.
3. Press Enter.



If you have questions about the information or material in this manual, or about our policies, please call [Provider Services](#).

## Important information about the use of this manual

If there is a conflict between your Agreement and this care provider manual, use this manual unless your Agreement states you should use it, instead. If there is a conflict between your Agreement, this manual and applicable federal and state statutes and regulations and/or state contracts, applicable federal and state statutes and regulations and/or state contracts will control. UnitedHealthcare Community Plan reserves the right to supplement this manual to help ensure its terms and conditions remain in compliance with relevant federal and state statutes and regulations.

This manual will be amended as policies change.

## Participation Agreement

In this manual, we refer to your Participation Agreement as “Agreement”.

Terms and definitions as used in this manual:

- “Member” or “customer” refers to a person eligible and enrolled to receive coverage from a payer for covered services as defined or referenced in your Agreement.
- “You,” “your” or “care provider” refers to any health care professional subject to this manual, including physicians, clinicians, facilities and ancillary providers; except when indicated and all items are applicable to all types of health care providers subject to this guide.
- “Community Plan” refers to UnitedHealthcare’s Medicaid plan
- “Your Agreement,” “Provider Agreement” or “Agreement” refers to your Participation Agreement with us.
- “Us,” “we” or “our” refers to UnitedHealthcare Community Plan on behalf of itself and its other affiliates for those products and services subject to this guide.
- Any reference to “ID card” includes both a physical or digital card.

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# Chapter 1: Introduction

## Key contacts

Topic	Link	Phone Number
Provider Services	<a href="https://UHCprovider.com">UHCprovider.com</a>	866-815-5334
Training	<a href="https://UHCprovider.com/training">UHCprovider.com/training</a>	866-815-5334
Provider Portal	<a href="https://UHCprovider.com">UHCprovider.com</a> , then Sign In using your One Healthcare ID or go to Provider Portal Self Service: <a href="https://UHCprovider.com/en/resource-library/link-provider-self-service.html">UHCprovider.com/en/resource-library/link-provider-self-service.html</a>  New users: UHCprovider.com > <a href="#">New User and User Access</a>	866-815-5334
Provider Portal Support	<a href="mailto:ProviderTechSupport@uhc.com">ProviderTechSupport@uhc.com</a>	855-819-5909
CommunityCare Provider Portal training	<a href="#">CommunityCare Provider Portal User Guide</a>	
Resource Library	UHCprovider.com > Resources > <a href="#">Resource Library</a>	



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

UnitedHealthcare Community Plan supports the Missouri state goals of increased access, improved health outcomes and reduced costs by offering Medicaid benefits to the following members:

- Children, from birth through 18 years of age, eligible for Medicaid under expanded pediatric coverage provisions of the Social Security Act.
- Pregnant women eligible for Medicaid under expanded maternity coverage provisions of the Social Security Act.
- Children eligible for the Children’s Health Insurance Program (CHIP).
- Categorically needy – blind and disabled children and adults who are not eligible for Medicare.
- 19–64 years old who are not eligible for another type of Medicaid and who have an income of less than 138% of the federal poverty level.
- Medicaid-eligible families.
- American Indians/Alaskan Natives who receive care from a certified Indian Health Care Provider

The health program will offer the following services:

- **TANF** – Temporary Assistance for Needy Families

- **CHIP** – Children’s Health Insurance Program  
DHSS will determine enrollment eligibility.



If you have questions about the information in this manual or about our policies, go to [UHCprovider.com](https://UHCprovider.com) or call Provider Services at **866-815-5334**.

## How to join our network



For instructions on joining the UnitedHealthcare Community Plan provider network, go to [UHCprovider.com/join](https://UHCprovider.com/join). There you will find guidance on our credentialing process, how to sign up for self-service and other helpful information.

### Already in network and need to make a change?



To change an address, phone number, add or remove physicians from your TIN, or other changes, go to My Practice Profile at [UHCprovider.com](https://UHCprovider.com) > Our Network > [Demographics and Profiles](#).

## Approach to health care

### Care Model

The Care Model program seeks to empower UnitedHealthcare Community Plan members enrolled in Medicaid, care providers and our community to improve care coordination and elevate outcomes. Targeting UnitedHealthcare Community Plan members with chronic complex conditions who often use health care, the program helps address their needs holistically. Care Model examines medical, behavioral and social/environmental concerns to help members get the right care from the right care provider in the right place and at the right time.

The program provides interventions to members with complex medical, behavioral, social, pharmacy and specialty needs, resulting in better quality of life, improved access to health care and reduced expenses. Care Model provides a care management/coordination team that helps increase member engagement, offers resources to fill gaps in care and develops personalized health goals using evidence-based clinical guidelines. This approach is essential to improving the health and well-being of the individuals, families and communities UnitedHealthcare Community Plan serves. Care Model provides:

- Market-specific care management encompassing medical, behavioral and social care.
- An extended care team including primary care provider (PCP), pharmacist, medical and behavioral director, and peer specialist.
- Options that engage members, connecting them to needed resources, care and services.
- Individualized and multidisciplinary care plans.

- Assistance with appointments with PCP and coordinating appointments. The Clinical Health Advocate (CHA) refers members to an RN, Behavioral Health Advocate (BHA) or other specialists as required for complex needs.
- Education and support with complex conditions.
- Tools for helping members engage with providers, such as appointment reminders and help with transportation.
- Foundation to build trust and relationships with hard-to-engage members.

The goals of the Care Model program are to:

- Lower avoidable admissions and unnecessary emergency room (ER) visits, measured outcomes by inpatient (IP) admission and ER rates.
- Improve access to PCP and other needed services, measured by number of PCP visit rates within identified time frames.
- Identify and discuss behavioral health (BH) needs, measured by number of BH care provider visits within identified time frames.
- Improve access to pharmacy.
- Identify and remove social and environmental barriers to care.
- Improve health outcomes, measured by improved Healthcare Effectiveness Data and Information Set (HEDIS®) and Centers for Medicare & Medicaid Services (CMS) Star Ratings metrics.
- Empower the member to manage their complex/chronic illness or problem and care transitions.
- Improve coordination of care through dedicated staff resources and to meet unique needs.
- Engage community care and care provider networks to help ensure access to affordable care and the appropriate use of services.

### Specialty care managers

Specialty care managers coordinate care for the following members:

- Pregnant women in the Healthy First Steps® program. A care manager coordinates the member's care, including health education and outreach, from the onset of pregnancy through the postpartum checkup.
- Those who have qualifying conditions including elevated lead levels.

- Those who require private duty nursing.
- Those who require disease management for the following:
  - Major depression
  - Asthma
  - Obesity
  - Diabetes
  - Hypertension
  - Attention Deficit Hyperactivity Disorder (ADHD)



To refer your patient who is a UnitedHealthcare Community Plan member to the Care Model program, call Member Services at 800-587-5187, TTY 711. You may also call Provider Services at 866-815-5334.

## Compliance

HIPAA mandates National Provider Identifier (NPI) usage in all standard transactions (claims, eligibility, remittance advice, claims status request/response, and authorization request/response) for all health care providers who handle business electronically.

## Cultural resources

To help you meet membership needs, UnitedHealthcare Community Plan has developed a Cultural Competency Program. Linguistic and cultural barriers can negatively affect access to health care participation. You must support UnitedHealthcare Community Plan's Cultural Competency Program.

UnitedHealthcare Community Plan offers the following support services:

- **Cultural Competency Provider Trainings:** We provide multiple trainings to care providers, including continuing education for care providers. Go to [UHCprovider.com > Resources > Resource Library > Patient Health and Safety > Cultural Competency](#) to learn more.
- **Language Interpretation Line:** We provide oral interpreter services 24 hours a day, seven days a week to our members free of charge. More than 240 non-English languages and hearing impaired services

are available. If a UnitedHealthcare Community Plan member needs interpreter services, they can call the phone number on their ID card.

- If you need a professional interpreter during regular business hours, call Provider Services at **866-292-0359**. After hours, call **877-261-6608**.

- **Materials for limited English speaking members:** We provide simplified materials for members with limited English proficiency and who speak languages other than English or Spanish. We also provide materials for visually impaired members.

For more information, go to [uhc.com > Language Assistance](#).

## Evidence-based clinical review criteria and guidelines

UnitedHealthcare Community Plan uses InterQual Care Guidelines (we previously used MCG Care Guidelines) for medical care determinations.

## Online resources

Going digital means less paper and more automation, faster workflow between applications and a quicker claims submission process to help you get paid faster. Learn the differences by viewing our [Digital Solutions Comparison Guide](#). Care providers in the UnitedHealthcare network will conduct business with us electronically. This means using electronic means, where allowed by law, to submit claims and receive payment, and to submit and accept other documents, including appeals requests and decisions and prior authorization requests and decisions. Using electronic transactions is fast, efficient, and supports a paperless work environment. Use Application Programming Interface (API), Electronic Data Exchange (EDI) or the UnitedHealthcare Provider Portal for maximum efficiency in conducting business electronically.

### Application Programming Interface

API is becoming the newest digital method in health care to distribute information to care providers and business partners in a timely and effective manner.

API is a common programming interface that interacts between multiple applications. Our API solutions allow you to electronically receive detailed data on claims status and payment, eligibility and benefits, claim reconsiderations and appeals (with attachments), prior authorization, referrals and documents. Information returned in batch emulates data in the UnitedHealthcare Provider Portal and complements EDI transactions, providing a comprehensive suite of services. It requires technical coordination with your IT department, vendor or clearinghouse. The data is in real time and can be programmed to be pulled repetitively and transferred to your practice management system or any application you prefer. For more information, visit [UHCprovider.com/api](https://UHCprovider.com/api).

### Electronic Data Interchange

EDI is an online resource using your internal practice management or hospital information system to exchange transactions with us through a clearinghouse.

The benefit of using EDI is it permits care providers to send batch transactions for multiple members and multiple payers in lieu of logging into different payer websites to manually request information. This is why EDI is usually care providers' and UnitedHealthcare Community Plan's first choice for electronic transactions.

- Send and receive information faster
- Identify submission errors immediately and avoid processing delays
- Exchange information with multiple payers
- Reduce paper, postal costs and mail time
- Cut administrative expenses
- EDI transactions available to care providers are:
  - Claims (837),
  - Eligibility and benefits (270/271),
  - Claims status (276/277),
  - Referrals and authorizations (278),
  - Hospital admission notifications (278N), and
  - Electronic remittance advice (ERA/835).

Visit [UHCprovider.com/EDI](https://UHCprovider.com/EDI) for more information. Learn how to optimize your use of EDI at [UHCprovider.com/optimizeEDI](https://UHCprovider.com/optimizeEDI).

#### Getting started

- If you have a practice management or hospital information system, contact your software vendor for

instructions on how to use EDI in your system.

- Contact clearinghouses to review which electronic transactions can interact with your software system.

Read our [Clearinghouse Options](#) page for more information.

### Point of Care Assist™

When made available by UnitedHealthcare Community Plan, you will do business with us electronically. Point of Care Assist integrates members' UnitedHealthcare health data within the Electronic Medical Record (EMR) to provide real-time insights of their care needs, aligned to their specific member benefits and costs. This makes it easier for you to see potential gaps in care, select labs, estimate care costs and check prior authorization requirements, including benefit eligibility and coverage details. This helps you to better serve your patients and achieve better results for your practice. For more information, go to [UHCprovider.com/poca](https://UHCprovider.com/poca).

### UHCprovider.com

This [public website](#) is available 24/7 and does not require registration to access. You'll find valuable resources including administrative and plan-specific policies, protocols and guides, health plans by state, regulatory and practice updates, and quality programs

### UnitedHealthcare Provider Portal

This secure portal is accessible from [UHCprovider.com](https://UHCprovider.com). It allows you to access patient information such as eligibility and benefit information and digital ID cards. You can also perform administrative tasks such as submitting prior authorization requests, checking claim status, submitting appeal requests, and find copies of PRAs and letters in Document Library. All at no cost to you and without needing to pick up the phone.



To access the portal, you will need to [UHCprovider.com/en/access.html](https://UHCprovider.com/en/access.html) create or sign in using a One Healthcare ID. To use the portal:

If you already have a One Healthcare ID (formerly known as Optum ID), simply go to [UHCprovider.com](https://UHCprovider.com) and click Sign In in the upper right corner to access the portal.

If you need to set up an account on the portal, follow [these steps](#) to register.

Here are the most frequently used tools on the Provider Portal:

- **Eligibility and Benefits** – View patient eligibility and benefits information for most benefit plans. For more information, go to [UHCprovider.com/eligibility](https://UHCprovider.com/eligibility).
- **Claims** – Get claims information for many UnitedHealthcare plans, including access letters, remittance advice documents and reimbursement policies. For more information, go to [UHCprovider.com/claims](https://UHCprovider.com/claims).
- **Prior Authorization and Notification** – Submit notification and prior authorization requests. For more information, go to [UHCprovider.com/paan](https://UHCprovider.com/paan).
- **Specialty Pharmacy Transactions** – Submit notification and prior authorization requests for certain medical injectable specialty drugs. Go to [UHCprovider.com/pharmacy](https://UHCprovider.com/pharmacy) for more information.
- **My Practice Profile** – View and update your care provider demographic data that UnitedHealthcare members see for your practice. For more information, go to [UHCprovider.com/mypracticeprofile](https://UHCprovider.com/mypracticeprofile).
- **Document Library** – Access reports and claim letters for viewing, printing, or download. The Document Library Roster provides member contact information in a PDF, and can only be pulled at the individual practitioner level. For more information, go to [UHCprovider.com/documentlibrary](https://UHCprovider.com/documentlibrary).
- **Paperless Delivery Options** – The Paperless Delivery Options tool can send daily or weekly email notifications to alert you to new letters when we add them to your Document Library. With our delivery options, you decide when and where the emails are sent for each type of letter. This is available to Provider Portal One Healthcare ID password owners only.

## 5 reasons to use UHCprovider.com

 <b>Provider Portal</b>	1	<p>Use self-service to verify eligibility and claims, request prior authorization, provide notifications and access Document Library.</p> <p>Click "Sign In" in the top right corner of UHCprovider.com</p>
 <b>Prior Authorization and Notification</b>	2	<p>Request approval for prescriptions, admissions and procedures.</p> <p><a href="https://UHCprovider.com/paan">UHCprovider.com/paan</a></p>
 <b>EDI</b>	3	<p>Send batch transactions for multiple members and payers from one place, review claims and submit notifications.</p> <p><a href="https://UHCprovider.com/edi">UHCprovider.com/edi</a></p>
 <b>Direct Connect</b>	4	<p>Communicate securely with payers to address errant claims. Email <a href="mailto:directconnectsupport@optum.com">directconnectsupport@optum.com</a> to get started.</p>
 <b>Policies and Protocols</b>	5	<p>Review guidelines that apply to UnitedHealthcare Community Plan and how you care for our members.</p> <p><a href="https://UHCprovider.com/policies">UHCprovider.com/policies</a></p>

Find more information about these online services and more at [UHCprovider.com](https://UHCprovider.com) – your hub for online transactions, education and member benefit information.





Go to [UHCprovider.com/portal](https://UHCprovider.com/portal) to learn more about the portal. You can access self-paced user guides for many of the tools and tasks available in the portal at [UHCprovider.com/training](https://UHCprovider.com/training) > [Digital Solutions](#).



[Provider Services](#) can assist you with questions on Medicaid benefits, eligibility, claim decision, forms required to report specific services, billing questions and more.

Provider Services works closely with all departments in UnitedHealthcare Community Plan.

### Direct Connect

Direct Connect is a free online portal that lets you securely communicate with payers to address errant claims. This portal can replace previous methods of letters, faxes, phone calls and spreadsheets. It also helps:

- Manage overpayments in a controlled process.
- Create a transparent view between care provider and payer.
- Avoid duplicate recoupment and returned checks.
- Decrease resolution time frames.
- Real-time reporting to track statuses of inventories in resolution process.
- Provide control over financial resolution methods.

All users will access Direct Connect using the Provider Portal. On-site and online training is available.



Email [directconnectsupport@optum.com](mailto:directconnectsupport@optum.com) to get started with Direct Connect.

## Privileges

To help our members access appropriate care and minimize out-of-pocket costs, you must have privileges at applicable in-network facilities or arrangements with an in-network provider to admit and provide facility services. This includes full admitting hospital privileges, ambulatory surgery center privileges and/or dialysis center privileges.

## Provider Services

Provider Services is the primary contact for care providers who require assistance. It is staffed with representatives trained specifically for UnitedHealthcare Community Plan.

## How to contact us

\*We no longer use fax numbers for most departments, including benefits, prior authorization and claims.

Topic	Contact	Information
Behavioral, Mental Health & Substance Abuse	Optum <a href="http://providerexpress.com">providerexpress.com</a> 800-888-2998 (toll-free)	Eligibility, claims, benefits, authorization, and appeals.  Refer members for behavioral health services. A PCP referral is not required.
Benefits	<a href="http://UHCprovider.com/benefits">UHCprovider.com/benefits</a> 866-815-5334	Confirm a member's benefits and/or prior authorization.
Cardiology Prior Authorization	For prior authorization or a current list of CPT codes that require prior authorization, visit <a href="http://UHCprovider.com/cardiology">UHCprovider.com/cardiology</a> 866-889-8054	Review or request prior authorization, see basic requirements, guidelines, CPT code list, and more information.
Chiropractor Care	<a href="http://myoptumhealthphysicalhealth.com">myoptumhealthphysicalhealth.com</a> 800-873-4575	Eligible members may receive up to 20 visits for chiropractic services per rolling year.
Claims	Sign in to the Provider Portal at <a href="http://UHCprovider.com">UHCprovider.com</a> or go to <a href="http://UHCprovider.com/claims">UHCprovider.com/claims</a> for more information.  866-815-5334  Mailing address: <b>UnitedHealthcare Community Plan</b> P.O. Box 5240 Kingston, NY 12402-5240  For FedEx (use for large packages/more than 500 pages): <b>UnitedHealthcare Community Plan</b> 1355 S 4700 West, Suite 100 Salt Lake City, UT 84104	Verify a claim status or get information about proper completion or submission of claims.
Claim Disputes	Link at <a href="http://UHCprovider.com">UHCprovider.com</a>  Reconsiderations mailing address: <b>UnitedHealthcare Community Plan</b> P.O. Box 5240 Kingston, NY 12402-5240  Appeals mailing address: <b>UnitedHealthcare Community Plan Grievances and Appeals</b> P.O. Box 31364 Salt Lake City, UT 84131-0364	Ask about claim issues such as overpayment, underpayment, payment denial, or an original or corrected claim determination you do not agree with.

Topic	Contact	Information
Claim Overpayments	<p>See the Overpayment section for requirements before sending your request.</p> <p>Sign in to <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a> to access the Provider Portal, then select the UnitedHealthcare Online app</p> <p>866-815-5334</p> <p>Mailing address:  <b>UnitedHealthcare Community Plan</b>            ATTN: Recovery Services            P.O. Box 740804            Atlanta, GA 30374-0800</p>	Ask about claim overpayments.
Electronic Data Intake Claim Issues	<p><a href="mailto:ac_edi_ops@uhc.com">ac_edi_ops@uhc.com</a></p> <p>800-210-8315</p>	Ask about claims issues or questions.
Electronic Data Intake Log-on Issues	<p><a href="https://UHCprovider.com/edi">UHCprovider.com/edi</a></p> <p>800-842-1109</p>	Ask about log-on issues. Find additional information on the website.
Eligibility	<p>To access eligibility information, go to <a href="https://UHCprovider.com">UHCprovider.com</a> and click Sign In, or go to <a href="https://UHCprovider.com/eligibility">UHCprovider.com/eligibility</a>.</p> <p><a href="https://emomed.com">emomed.com</a></p> <p>866-815-5334</p>	Confirm member eligibility.
Enterprise Voice Portal	877-842-3210	The Enterprise Voice Portal provides self-service functionality or call steering prior to speaking with a contact center agent.
Fraud, Waste and Abuse (Payment Integrity)	<p>Payment Integrity Information:  <a href="https://UHCprovider.com/mocommunityplan">UHCprovider.com/mocommunityplan</a>            &gt; <a href="#">Integrity of Claims, Reports, and Representations to the Government</a></p> <p>Reporting: <a href="https://uhc.com/fraud">uhc.com/fraud</a></p> <p>800-455-4521 or 877-401-9430</p>	<p>Learn about our payment integrity policies.</p> <p>Report suspected FWA by a care provider or member by phone or online.</p>
Laboratory Services	<p><a href="https://UHCprovider.com">UHCprovider.com</a> &gt; Our Network &gt; <a href="#">Preferred Lab Network</a></p> <p>LabCorp 800-833-3984</p>	LabCorp is network laboratory.

Topic	Contact	Information
Medical Claim, Reconsideration and Appeal	<p>Sign in to the Provider Portal at <a href="https://uhcprovider.com">UHCprovider.com</a> or go to <a href="https://uhcprovider.com/claims">UHCprovider.com/claims</a> for more information.</p> <p>866-815-5334</p> <p>Reconsiderations mailing address:  <b>UnitedHealthcare Community Plan</b>                      P.O. Box 5240                      Kingston, NY 12402-5240</p> <p>Appeals mailing address:  <b>UnitedHealthcare Community Plan Grievances and Appeals</b>                      P.O. Box 31364                      Salt Lake City, UT 84131-0364</p>	Claim issues include overpayment, underpayment, payment denial, or an original or corrected claim determination you don't agree with.
Member Services	<p><a href="https://myuhc.com">myuhc.com</a></p> <p>866-292-0359 / TTY 711 for help accessing member account</p>	Assist members with issues or concerns. Available 7 a.m. – 7 p.m. Central Time, Monday through Friday.
Missouri Department of Social Services/HealthNet	<p><a href="https://medicaid.gov">Medicaid.gov</a></p> <p>573-751-3425</p> <p><a href="https://dss.mo.gov/mhd/providers">dss.mo.gov &gt; mhd &gt; providers</a></p>	Contact Medicaid directly. View website for more provider information.
Multilingual/ Telecommunication Device for the Deaf (TDD) Services	<p>866-292-0359</p> <p>TDD 711</p>	Available 8 a.m. – 5 p.m. Central Time, Monday through Friday, except state-designated holidays.
National Plan and Provider Enumeration System (NPPES)	<p><a href="https://nppes.cms.hhs.gov">nppes.cms.hhs.gov</a></p> <p>800-465-3203</p>	Apply for a National Provider Identifier (NPI).
Network Management	<p><a href="mailto:mo_network_mgmt@uhc.com">mo_network_mgmt@uhc.com</a></p> <p>800-284-0626</p>	A team of provider relation advocates. Ask about contracting and care provider services.
Network Management Resource Team (NMRT)	<p><a href="mailto:Networkhelp@uhc.com">Networkhelp@uhc.com</a></p> <p>877-842-3210</p>	Self-service functionality to update or check credentialing information.
NurseLine	<p>866-351-6827</p>	Available 24 hours a day, seven days a week.

Topic	Contact	Information
Obstetrics/Pregnancy and Baby Care	Healthy First Steps Pregnancy Notification Form at <a href="http://UHCprovider.com">UHCprovider.com</a> , then click Sign In to access the Provider Portal. 800-599-5985  Healthy First Steps Rewards <a href="http://UHHealthyfirststeps.com">UHHealthyfirststeps.com</a>	For pregnant members, contact Healthy First Steps by calling or filling out the online Pregnancy Notification Form.  Refer members to <a href="http://uhhealthyfirststeps.com">uhhealthyfirststeps.com</a> to sign up for Healthy First Steps Rewards.
Optum ID Support Center	<a href="mailto:ProviderTechSupport@uhc.com">ProviderTechSupport@uhc.com</a> 855-819-5909	Contact if you have issues with your ID. Available 7 a.m. – 9 p.m. Central Time, Monday through Friday; 6 a.m. – 6 p.m. Central Time, Saturday; and 9 a.m. – 6 p.m. Central Time, Sunday.
Pharmacy Services	<a href="http://professionals.optumrx.com">professionals.optumrx.com</a> 877-305-8952 (OptumRx)	OptumRx oversees and manages our network pharmacies.
Prior Authorization/Notification for Pharmacy	UHCprovider.com> Prior Authorization and Notification > <a href="#">Clinical Pharmacy and Specialty Drugs</a> 800-392-8030	Request authorization for medications as required.  Use the Provider Portal to access the PreCheck MyScript tool. Request prior authorization and receive results, and see which prescriptions require prior authorization or are not covered or preferred Check coverage and price, including lower-cost alternatives.
Prior Authorization Requests/ Advanced Admission Notification	To notify us or request a medical prior authorization: EDI: Transactions 278 and 278N Online Tool: <a href="http://UHCprovider.com/paan">UHCprovider.com/paan</a> Phone: Call Care Coordination at the number on the member’s ID card (self-service available after hours) and select “Care Notifications” or call 800-366-7304.	Use the Prior Authorization and Notification Tool online to: <ul style="list-style-type: none"> <li>• Determine if notification or prior authorization is required.</li> <li>• Complete the notification or prior authorization process.</li> <li>• Upload medical notes or attachments.</li> <li>• Check request status</li> </ul> Information and advance notification/prior authorization lists at <a href="http://UHCprovider.com/MOcommunityplan">UHCprovider.com/MOcommunityplan</a> > <a href="#">Prior Authorization and Notification</a> .

Topic	Contact	Information
Provider Services	<a href="https://uhcprovider.com/MOcommunityplan">UHCprovider.com/ MOcommunityplan</a> 866-815-5334	Available 7 a.m. – 5 p.m. Central Time, Monday through Friday.
Radiology Prior Authorization	<a href="https://uhcprovider.com/radiology">UHCprovider.com/radiology</a> 866-889-8054	Review or request prior authorization, see basic requirements, guidelines, CPT code list, and more information.
Referrals	UHCprovider.com > <a href="#">Referrals</a> or use Referrals on the Provider Portal. Click Sign In in the top right corner of <a href="https://uhcprovider.com">UHCprovider.com</a> , then click Referrals.  Provider Services 866-815-5334	Submit new referral requests and check the status of referral submissions.
Reimbursement Policy	UHCprovider.com/ MOcommunityplan > Policies and Clinical Guidelines > <a href="#">Reimbursement Policies</a>	Reimbursement policies that apply to UnitedHealthcare Community Plan members. Visit this site often to view reimbursement policy updates.
Technical Support	website <a href="https://uhcprovider.com/contact-us/technical-assistance">uhcprovider.com/contact-us/ technical-assistance</a>  866-209-9320 for Optum support or 866-842-3278, Option 1 for web support  email: <a href="mailto:ProviderTechSupport@uhc.com">ProviderTechSupport@uhc.com</a>	Contact if you have issues logging in to the Provider Portal, you cannot submit a form, etc.
Tobacco Free Quit Line	800-784-8669	Ask about services for quitting tobacco/smoking.
Transportation	MTM 866-292-0359	To arrange non-emergent transportation, please contact MTM at least three business days in advance.

Topic	Contact	Information
Utilization Management	Provider Services 866-815-5334	UM helps avoid overuse and under-use of medical services by making clinical coverage decisions based on available evidence-based guidelines.  For UM policies and protocols, go to <a href="http://UHCprovider.com">UHCprovider.com</a> > Resources > Plans, Policies, Protocols and Guides > <a href="#">For Community Plans</a> .  Request a copy of our UM guidelines or information about the program.
Vaccines for Children Program	<a href="http://health.com.gov">health.com.gov</a> > living > wellness <a href="http://health.com.gov">health.com.gov</a> > immunizations > vfc-providers  573-751-6124	Care providers must participate in the VFC Program administered by the Missouri Department of Health and Senior Services (DHSS) and must use the free vaccine when administering vaccine to qualified MO HealthNet-eligible children. Care providers must enroll as VFC providers with DHSS to bill for the administration of the vaccine.
Vision Services	MARCH Vision Care 844-616-2724	Prior authorization is required for all routine eye exams and hardware. Authorizations must be obtained from MARCH Vision Care.
Website for MO Community Plan	<a href="http://UHCprovider.com/mocommunityplan">UHCprovider.com/mocommunityplan</a>	Access your state-specific Community Plan information on this website.
Whole Person Care Person-Centered Care Model (Care Management/ Disease Management)	<a href="mailto:MO_CareManagement@uhc.com">MO_CareManagement@uhc.com</a> 866-815-5334	Refer high-risk members (e.g., asthma, diabetes, obesity) and members who need private-duty nursing.

# Chapter 2: Care Provider Standards and Policies

## Key contacts

Topic	Link	Phone Number
Provider Services	<a href="https://UHCprovider.com">UHCprovider.com</a>	866-815-5334
Enterprise Voice Portal		877-842-3210
Eligibility	<a href="https://UHCprovider.com/eligibility">UHCprovider.com/eligibility</a>	866-815-5334
Referrals	UHCprovider.com > <a href="#">Referrals</a>	866-815-5334
Provider Directory	UHCprovider.com > Our Network > <a href="#">Find a Provider</a>	866-815-5334



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

## General care provider responsibilities

### Non-discrimination

You can't refuse an enrollment/assignment or disenroll a member or discriminate against them based on age, sex, race, physical or mental handicap, national origin, religion, type of illness or condition. You may only direct the member to another care provider type if that illness or condition may be better treated by someone else.

As a condition to participating in its provider network, the health plan may not:

- Require you to perform any treatment or procedure which is contrary to your conscience, religious beliefs, or ethical principles or policies; or
- Prohibit you from making a referral to another health care provider licensed to provide care appropriate to the member's medical condition.

### Communication between care providers and members

The UnitedHealthcare Community Plan Agreement is not intended to interfere with your relationship with members as patients or with UnitedHealthcare Community Plan's ability to administer its quality improvement, utilization management or credentialing programs.

Instead, we require communication between PCPs and other participating care providers. This helps ensure UnitedHealthcare Community Plan members receive both quality and cost-effective health services.

UnitedHealthcare Community Plan members and/or their representative(s) may take part in the planning and implementation of their care. To help ensure members and/or their representative(s) have this chance, UnitedHealthcare Community Plan requires you:

1. Educate members, and/or their representative(s) about their health needs.
2. Share findings of history and physical exams.
3. Discuss options (without regard to plan coverage), treatment side effects and symptoms management. This includes any self-administered alternative or information that may help them make care decisions.
4. Recognize members (and/or their representatives) have the right to choose the final course of action among treatment options.
5. Collaborate with the plan care manager in developing a specific care plan for members enrolled in high-risk care management.

### Provide official notice

Write to us within 10 calendar days if any of the following events happen:

1. Bankruptcy or insolvency.
2. Indictment, arrest, felony conviction or any criminal



charge related to your practice or profession.

3. Suspension, exclusion, debarment or other sanction from a state or federally funded health care program.
4. Loss or suspension of your license to practice.
5. Departure from your practice for any reason.
6. Closure of practice.

You may use the Care Provider Demographic Information Update Form for demographic changes or to update NPI information for care providers in your office. This form is located on the Provider Portal at [UHCprovider.com](https://UHCprovider.com) > Sign In > My Practice Profile.

### Transition member care following termination of your participation

If your network participation ends, you must transition your UnitedHealthcare Community Plan members to timely and useful care. This may include providing service(s) for a reasonable time at our in-network rate. Provider Services is available to help you and our members with the transition.

### Arrange substitute coverage

If you cannot provide care and must find a substitute, arrange for care from other UnitedHealthcare Community Plan care providers and care professionals.



For the most current list of network care providers, review our Provider Directory at [UHCprovider.com](https://UHCprovider.com) > Our Network > [Find a Provider](#).

### Administrative terminations for inactivity

Up-to-date directories are a critical part of providing our members with the information they need to take care of their health. To accurately list care providers who treat UnitedHealthcare Community Plan members, we:

1. End Agreements with care providers who have not submitted claims for UnitedHealthcare Community Plan members for one year and have voluntarily stopped participation in our network.
2. Inactivate any tax identification numbers (TINs)

with no claims submitted for one year. This is not a termination of the Provider Agreement. Call UnitedHealthcare Community Plan to reactivate a TIN.

### Changing an existing TIN or adding a health care provider

Please complete and email the Care Provider Demographic Information Update Form and your W-9 form to the address listed on the bottom of the form.

- Download the W-9 form at [irs.gov](https://irs.gov) > Forms & Instructions > [Form W-9](#).
- Download the Care Provider Demographic Information Update Form at [UHCprovider.com](https://UHCprovider.com) > Our Network > Find a Provider > My Practice Profile Tool > [Care Provider Paper Demographic Information Update Form](#).
- To update your care provider information online, go to [UHCprovider.com](https://UHCprovider.com) > Our Network > Find a Provider > My Practice Profile Tool > [Go To My Practice Profile Tool](#).

Otherwise, complete detailed information about the change, the effective date of the change and a W-9 on your office letterhead. Send this information to the email address listed on the bottom of the demographic change request form.

### Updating your practice or facility information

You can update your practice information through the Provider Portal at [UHCprovider.com](https://UHCprovider.com). Go to [UHCprovider.com](https://UHCprovider.com) > Our Network > Find a Provider > [Care Provider Paper Demographic Information Update Form](#). Or submit your change by:

- Completing the [Provider Demographic Change Form](#) and emailing it to the appropriate address listed on the bottom of the form.
- Calling our Enterprise Voice Portal at 877-842-3210.

### After-hours care

Life-threatening situations require the immediate services of an emergency department. Urgent care can provide quick after-hours treatment and is appropriate for infections, fever, and symptoms of cold or flu.

If a member calls you after hours asking about urgent care, and you can't fit them in your schedule, refer them to an urgent care center.

### Participate in quality initiatives

You must help our quality assessment and improvement activities. You must also follow our clinical guidelines, member safety (risk reduction) efforts and data confidentiality procedures.

UnitedHealthcare Community Plan clinical quality initiatives are based on optimal delivery of health care for diseases and conditions. This is determined by United States government agencies and professional specialty societies. See Chapter 10 for more details on the initiatives.

### Provide access to your records

You must provide access to any medical, financial or administrative records related to services you provide to UnitedHealthcare Community Plan members within 14 calendar days of our request. We may request you respond sooner for cases involving alleged fraud and abuse, a member grievance/appeal, or a regulatory or accreditation agency requirement. Maintain these records for six years or longer if required by applicable statutes or regulations.

### Performance data

You must allow the plan to use care provider performance data.

### Comply with protocols

You must comply with UnitedHealthcare Community Plan's and Payer's Protocols, including those contained in this manual.



You may view protocols at [UHCprovider.com](https://www.uhcprovider.com).

### Office hours

You must provide the same office hours of operation to UnitedHealthcare Community Plan (Medicaid) and CHIP members as those offered to commercial members.

### Protect confidentiality of member data

UnitedHealthcare Community Plan members have a right to privacy and confidentiality of all health care data. We only give confidential information to business associates and affiliates who need that information to improve our members' health care experience. We require our associates to protect privacy and abide by privacy law. If a member requests specific medical record information, we will refer the member to you. You agree to comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and associated regulations. In addition, you will comply with applicable state laws and regulations.

UnitedHealthcare Community Plan uses member information for treatment, operations and payment. UnitedHealthcare Community Plan has safeguards to stop unintentional disclosure of protected health information (PHI). This includes passwords, screen savers, firewalls and other computer protection. It also includes shredding information with PHI and all confidential conversations. All staff is trained on HIPAA and confidentiality requirements.

### Follow medical record standards

Please reference [Chapter 9](#) for Medical Record Standards.

### Inform members of advance directives

The federal Patient Self-Determination Act (PSDA) gives patients the legal right to make choices about their medical care before incapacitating illness or injury through an advance directive. Under the federal act, you must provide written information to members on state laws about advance treatment directives, members' right to accept or refuse treatment, and your own policies regarding advance directives. To comply with this requirement, we inform members of state laws on advance directives through Member Handbooks and other communications.

### Your Agreement

If you have a concern about your Agreement with us, send a letter with the details to the address in your contract. A representative will look into your complaint. If you disagree with the outcome, you may file for arbitration. If your concern relates to certain UnitedHealthcare Community Plan procedures, such as the credentialing or care management process, follow the dispute procedures in your Agreement. After following those procedures, if one of us remains dissatisfied, you may file for arbitration.

If we have a concern about your Agreement, we'll send you a letter containing the details. If we can't resolve the complaint through informal discussions, you may file an arbitration proceeding as described in your Agreement. Your Agreement describes where arbitration proceedings are held.

If a member asks to appeal a clinical or coverage determination on their behalf, follow the appeal process in the member's benefit contract or handbook. You may locate the Member Handbook at [UHCprovider.com/mocommunityplan](https://UHCprovider.com/mocommunityplan).

Also reference Chapter 12 of this manual for information on provider claim reconsiderations, appeals, and grievances.

## Appointment standards (Missouri DHSS access and availability standards)

Comply with the following appointment availability standards:

### Primary care/specialist

PCPs and specialists should arrange appointments for:

- Urgent care appointments for physical or behavioral illness injuries that require immediate care, but do not constitute emergencies (e.g., high temperature, persistent vomiting or diarrhea, sudden or severe onset of symptoms not requiring ER services): Within 24 hours
- Routine care with physical or behavioral symptoms (e.g., persistent rash, recurring high grade temperature, non-specific pain, fever): Within one

week or five business days

- Routine care without physical or behavioral symptoms (e.g., well child exams, routine physical exams): Within 30 days
- After-care appointments: Within seven calendar days after hospital discharge
- After-hours phone messaging: 24 hours, seven days a week.
  - Offices must have a phone message or answering service available that instructs members how to contact a physician for urgent or emergency conditions.

### Prenatal care

Prenatal care providers should arrange OB/GYN appointments for:

- First and second trimester: within seven calendar days of request
- Third trimester: Within three calendar days of request
- High-risk: within three calendar days of identification of high risk

### Appointment availability survey

UnitedHealthcare Community Plan periodically conducts surveys to check appointment availability and access standards. All care providers must participate in all activities related to these surveys.

## Provider directory

You are required to tell us, within five business days, if there are any changes to your ability to accept new patients. If a member, or potential member, contacts you, and you are no longer accepting new patients, report any Provider Directory inaccuracy. Ask the potential new patient to contact UnitedHealthcare Community Plan for additional assistance in finding a care provider.

We are required to contact all participating care providers annually and independent physicians every six months. We require you to confirm your information is accurate or provide us with applicable changes.

If we do not receive a response from you within 30 business days, we have an additional 15 business days

to contact you. If these attempts are unsuccessful, we notify you that if you continue to be non-responsive we will remove you from our care provider directory after 10 business days.

If we receive notification the Provider Directory information is inaccurate, you may be subject to corrective action.

In addition to outreach for annual or bi-annual attestations, we are required to make outreach if we receive a report of incorrect provider information. We are required to confirm your information.

To help ensure we have your most current provider directory information, submit applicable changes to:

For delegated providers, email your changes to [Pacific DelProv@uhc.com](mailto:PacificDelProv@uhc.com) or [delprov@uhc.com](mailto:delprov@uhc.com).

For non-delegated providers, visit [UHCprovider.com](https://uhcprovider.com) for the Care Provider Demographic Change Submission Form and further instructions.



The medical, dental and mental health care provider directory is located at [UHCprovider.com](https://uhcprovider.com) > Our Network > [Find a Provider](#).

### Provider attestation

Confirm your provider data every quarter through the Provider Portal at [UHCprovider.com](https://uhcprovider.com) or by calling Provider Services. If you have received the upgraded My Practice Profile and have editing rights, access the My Practice Profile in the Provider Portal to make many of the updates required in this section.

### Prior authorization request

Prior Authorization request is the process of requesting approval from UnitedHealthcare Community Plan to cover costs. Prior authorization requests may include procedures, services, and/or medication.

Coverage may only be provided if the service or medication is deemed medically necessary, or meets specific requirements provided in the benefit plan.

You should take the following steps before providing medical services and/or medication to UnitedHealthcare Community Plan members:

- Verify eligibility using the Provider Portal at [UHCprovider.com/eligibility](https://uhcprovider.com/eligibility) or by calling Provider Services. Not doing so may result in claim denial.
- Check the member's ID card each time they visit. Verify against photo identification if this is your office practice.
- Get prior authorization:
  1. To access the Prior Authorization app, go to [UHCprovider.com](https://uhcprovider.com), then click Sign In.
  2. Select the Prior Authorization and Notification app.
  3. View notification requirements.

Identify and bill other insurance carriers when appropriate.

If you have questions, please call UnitedHealthcare Web Support at **866-842-3278**, option 3, 7 a.m. – 9 p.m. Central Time, Monday through Friday.

## Timeliness standards for notifying members of test results

After receiving results, notify members within:

- **Urgent:** 24 hours
- **Non-urgent:** 10 business days

## Requirements for PCP and specialists serving in PCP role

### Specialists include internal medicine, pediatrics, or obstetrician/gynecology

PCPs are an important partner in the delivery of care, and MO Department of Health and Human Services (DHHS) members may seek services from any participating care provider. The MO DHHS program requires members be assigned to PCPs. We encourage members to develop a relationship with a PCP who can maintain all their medical records and provide overall medical management. These relationships help coordinate care and provide the member a “medical home.”

The PCP plays a vital role as a case manager in the UnitedHealthcare Community Plan system by improving health care delivery in four critical areas: access, coordination, continuity and prevention. As such, the PCP manages initial and basic care to members, makes recommendations for specialty and ancillary care, and coordinates all primary care services delivered to our members. The PCP must provide 24 hours a day, seven days a week coverage and backup coverage when they are not available.

Medical doctors (MDs), doctors of osteopathy (DOs), nurse practitioners (NPs) and physician assistants (PAs) from any of the following practice areas can be PCPs:

- General practice
- Internal medicine
- Family practice
- Pediatrics
- Obstetrics/gynecology

NPs may enroll with the state as solo providers, but PAs cannot. PAs must be part of a group practice.



Members may change their assigned PCP by contacting [Member Services](#) at any time during the month. Customer service is available 7 a.m. - 7 p.m., Monday through Friday.

We ask members who don't select a PCP during enrollment to select one. UnitedHealthcare Community Plan may auto-assign a PCP to complete the enrollment process.

Females have direct access (without a referral or authorization) to any OB/GYNs, midwives, PAs, or NPs for women's health care services and any non-women's health care issues discovered and treated in the course of receiving women's health care services. This includes access to ancillary services ordered by women's health care providers (lab, radiology, etc.) in the same way these services would be ordered by a PCP.

UnitedHealthcare Community Plan works with members and care providers to help ensure all members understand, support, and benefit from the primary care case management system. The coverage will include availability of 24 hours a day, seven days a week. During non-office hours, access by telephone to a live voice (i.e., an answering service, care provider on-call, hospital switchboard, PCP's nurse triage) will immediately page an on-call medical professional so

referrals can be made for non-emergency services.

**Recorded messages are not acceptable.**

Consult with other appropriate care providers to develop individualized treatment plans for UnitedHealthcare Community Plan members with special health care needs.

- Use lists supplied by the UnitedHealthcare Community Plan identifying members who appear to be due preventive health procedures or testing.
- Submit all accurately coded claims or encounters timely.
- Provide all well baby/well-child services.
- Coordinate each UnitedHealthcare Community Plan member's overall course of care.
- Accept UnitedHealthcare Community Plan members at your primary office location at least 20 hours a week for a one MD practice and at least 30 hours per week for a two or more MD practice.
- Be available to members by telephone any time.
- Tell members about appropriate use of emergency services.
- Discuss available treatment options with members.

## Responsibilities of PCPs and specialists serving in PCP role

**Specialists include internal medicine, pediatrics, and/or obstetrician/gynecology**

Specialists may serve as PCPs for members with chronic and disabling conditions that require ongoing care if they agree, in writing, to accept the member as a primary care patient and provide care.

In addition to meeting the requirements for all care providers, PCPs must:

- Offer office visits on a timely basis, according to the standards outlined in the Timeliness Standards for Appointment Scheduling section of this guide.
- Conduct a baseline examination during the UnitedHealthcare Community Plan member's first appointment.
- Treat UnitedHealthcare Community Plan members' general health care needs. Use nationally recognized clinical practice guidelines.

- Refer services requiring prior authorization to Provider Services, UnitedHealthcare Community Plan Clinical, or Pharmacy Department as appropriate.
- Admit UnitedHealthcare Community Plan members to the hospital when necessary. Coordinate their medical care while they are hospitalized.
- Respect members' advance directives. Document in a prominent place in the medical record whether a member has an advance directive form.
- Provide covered benefits consistently with professionally recognized standards of health care and in accordance with UnitedHealthcare Community Plan standards. Document procedures for monitoring members' missed appointments as well as outreach attempts to reschedule missed appointments.
- Transfer medical records upon request. Provide copies of medical records to members upon request at no charge.
- Allow timely access to UnitedHealthcare Community Plan member medical records per contract requirements. Purposes include medical record keeping audits, HEDIS® or other quality measure reporting, and quality of care investigations. Such access does not violate HIPAA.
- Inform UnitedHealthcare Community Plan when your patient panel has reached 85% capacity and when you want it open or closed.
- Maintain a clean and structurally sound office that meets applicable Occupational Safety and Health Administration (OSHA) and Americans with Disabilities (ADA) standards.
- Comply with the MO DHSS Access and Availability standards for scheduling appointments.
- Maintain continuity of each member's health care.
- Make referrals for specialty care and other medically necessary services to both in-network and out-of-network providers.
- Work with health plan care managers to develop plans of care for members receiving care management services.
- When needed, maintain formal relationships with other PCPs to arrange for their members to receive care from other PCPs after hours, during certain days, for certain services or for other reasons to extend their practice.
- Conduct a behavioral health screen to determine whether the member needs behavioral health

services.

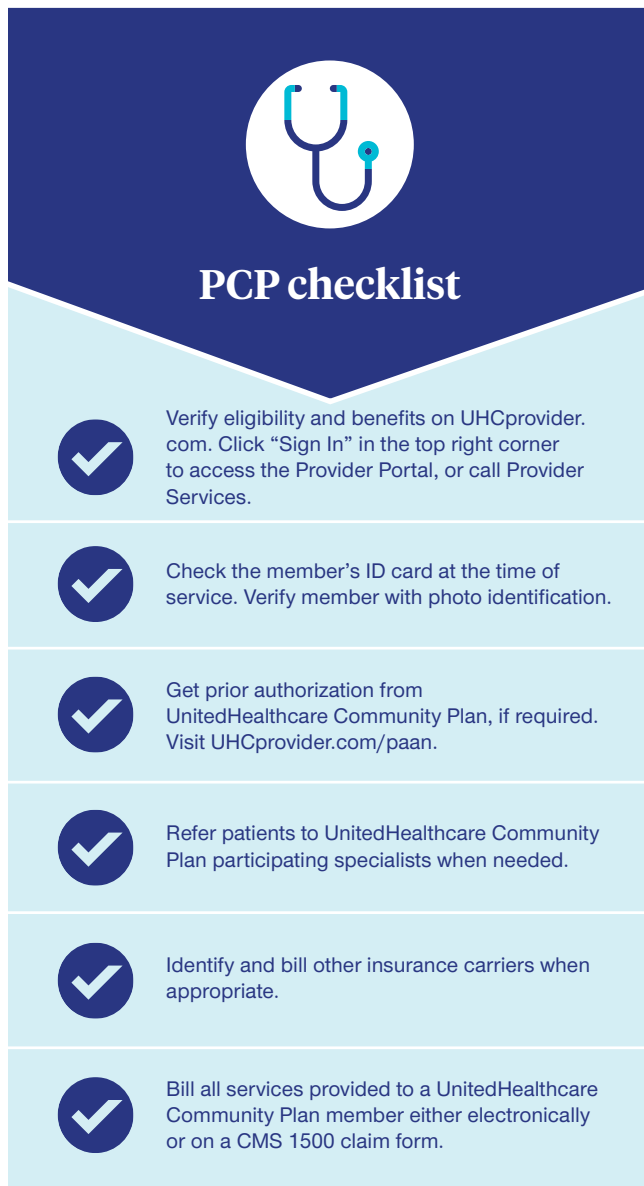
- Maintain and share comprehensive, current medical record for the member, including documentation of all services provided to the member by the PCP as well as any specialty or referral services, diagnostic reports, physical and behavioral health screens, etc.
- Participate in the health plan's care management team, as applicable and medically necessary.
- Attend institutions with teaching programs when needed. These programs involve PCP teams made up of residents and a supervising faculty physician.

PCPs are ultimately responsible for the activities listed in this section for the members assigned to them. To assist PCPs, the health plan provide resources PCPs may not have access to.

## Rural health clinic, federally qualified health center or primary care clinic

Members may choose a care provider who meets the PCP requirements and performs PCP-type services within a rural health clinic (RHC) or federally qualified health center (FQHC) as their PCP.

- **Rural Health Clinic:** The RHC program helps increase access to primary care services for Medicaid and Medicare members in rural communities. RHCs can be public, nonprofit or for-profit health care facilities. They must be in rural, underserved areas.
- **Federally Qualified Health Center:** An FQHC is a center or clinic that provides primary care and other services. These services include:
  - Preventive (wellness) health services from a care provider, PA, NP and/or social worker.
  - Mental health services.
  - Immunizations (shots).
  - Home nurse visits.
- **Primary Care Clinic:** A PCC is a medical facility focusing on the initial treatment of medical ailments. In most cases, the conditions seen at the clinic are not serious or life threatening. If a condition is discovered at a PCC that may be dangerous, the PCC may refer the member to a specialist. Doctors at these clinics are usually internists, family physicians and pediatricians.



**PCP checklist**

- Verify eligibility and benefits on UHCprovider.com. Click “Sign In” in the top right corner to access the Provider Portal, or call Provider Services.
- Check the member’s ID card at the time of service. Verify member with photo identification.
- Get prior authorization from UnitedHealthcare Community Plan, if required. Visit UHCprovider.com/paan.
- Refer patients to UnitedHealthcare Community Plan participating specialists when needed.
- Identify and bill other insurance carriers when appropriate.
- Bill all services provided to a UnitedHealthcare Community Plan member either electronically or on a CMS 1500 claim form.

## Specialist responsibilities

In addition to applicable requirements for all care providers, specialists must:

- Contact the PCP to coordinate the care/services.
- Provide specialty care medical services to UnitedHealthcare Community Plan members recommended by their PCP or who self-refer.
- Verify the eligibility of the member before providing covered specialty care services.
- Provide only those covered specialty care services, unless otherwise authorized.
- Provide the PCP copies of all medical data, reports

and discharge summaries resulting from the specialist’s care.

- Note all findings and recommendations in the member’s medical record. Share this information in writing with the PCP.
- Maintain staff privileges at one UnitedHealthcare Community Plan participating hospital at a minimum.
- Report infectious diseases, lead toxicity and other conditions as required by state and local laws.
- Comply with the MO DHSS Access and Availability standards for scheduling appointments. Appointment standards are covered in Chapter 2 of this manual.
- Provide anytime coverage. PCPs and specialists serving in the PCP role must be available to members by phone 24 hours a day, seven days a week. Or they must have arrangements for phone coverage by another UnitedHealthcare Community Plan participating PCP or obstetrician. UnitedHealthcare Community Plan tracks and follows up on all instances of PCP or obstetrician unavailability.

Specialists may use medical residents in all specialty care settings under the supervision of fully credentialed UnitedHealthcare Community Plan specialty attending care providers.

UnitedHealthcare Community Plan also conducts periodic access surveys to monitor for after-hours access. PCPs and obstetricians serving in the PCP role must take part in all survey-related activities.

## Ancillary provider responsibilities

Ancillary providers include freestanding radiology, freestanding clinical labs, home health, hospice, dialysis, durable medical equipment, infusion care, therapy, ambulatory surgery centers, freestanding sleep centers and other non-care providers. PCPs and specialist care providers must use the UnitedHealthcare Community Plan ancillary network.

UnitedHealthcare Community Plan participating ancillary providers should maintain sufficient facilities, equipment, and personnel to provide timely access to medically necessary covered services.



## Ancillary provider checklist



Verify the member's enrollment before rendering services. Sign in to the Provider Portal at [UHCprovider.com](https://UHCprovider.com) or contact Provider Services.



Check the member's ID card at the time of service. Verify against photo ID if this is your office practice.



Get prior authorization from UnitedHealthcare Community Plan, if required. Visit [UHCprovider.com/paan](https://UHCprovider.com/paan).



Identify and bill other insurance carriers when appropriate.



# Chapter 3: Care Provider Office Procedures and Member Benefits

## Key contacts

Topic	Link	Phone Number
Member Benefits	<a href="https://UHCprovider.com/mocommunityplan">UHCprovider.com/mocommunityplan</a>	866-292-0359
Member Handbook	<a href="https://UHCprovider.com/MO">UHCprovider.com/MO</a> > Plan Details > Member Resources > Available Resources	866-292-0359
Provider Services	<a href="https://UHCprovider.com">UHCprovider.com</a>	866-815-5334
Prior Authorization	<a href="https://UHCprovider.com/paan">UHCprovider.com/paan</a>	866-815-5334
DSNP	UHCprovider.com > Resources > Health Plans > Choose a Location > MO > <a href="#">Medicare</a>	866-815-5334



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

## Benefits



Click [UHCprovider.com/mocommunityplan](https://UHCprovider.com/mocommunityplan) to view **member benefit coverage**.

Go to UHCprovider.com > [Eligibility for eligibility](#).

Call Provider Services at **866-815-5334** if you have questions.

For a list of covered services, go to the Missouri DSS website: [dss.mo.gov](https://dss.mo.gov).

assignment. The state requires PCPs to send notice when their panels reach 85% capacity. To update the PCP panel limits, send a written request.

1. Go to [UHCprovider.com](https://UHCprovider.com).
2. Click Sign In in the top right.
3. Log in.
4. Click on CommunityCare.

The CommunityCare Roster has member contact information, clinical information to include HEDIS® measures/Gaps in Care, is in an Excel format with customizable field export options, and can be pulled at the individual practitioner or TIN level. You may also use Document Library for member contact information in a PDF at the individual practitioner level. You may also find the self-paced user guide at UHCprovider.com > Resources > UnitedHealthcare Provider Portal Resources > Document Library > [Self-paced user guide](#).

## Assignment to PCP panel roster

Once a member is assigned a PCP, view the panel rosters electronically on the Provider Portal at [UHCprovider.com](https://UHCprovider.com) > Sign In. The portal requires a unique user name and password combination to gain access.

Each month, PCP panel size is monitored by reviewing PCP to member ratio reports. When a PCP’s panel approaches the max limit, it is removed from auto-

## Choosing a PCP

Each enrolled UnitedHealthcare Community Plan member either chooses or is assigned a PCP. The assignment considers the distance to the PCP, the PCP’s capacity and if the PCP is accepting new

members. UnitedHealthcare Community Plan will assign members to the closest and appropriate PCP.

Depending on the member's age, medical condition and location, the choice of PCP may cover a variety of practice areas, such as family practice, general practice, internal medicine, pediatrics and obstetrics. If the member changes the initial PCP assignment, the effective date will be the day the member requested the change. If a member asks UnitedHealthcare Community Plan to change the PCP at any other time, the change will be effective on the request date.

## Deductibles/copayments

Deductibles and copayments are waived for covered services.

## Medically necessary service

UnitedHealthcare Community Plan only pays for medically necessary services.

### Medically necessary definition

Medically necessary health care services or supplies are medically appropriate and:

- Necessary to meet members' basic health needs.
- Cost-efficient and appropriate for the covered services.

## Member assignment

### Assignment to UnitedHealthcare Community Plan

MO DHHS assigns eligible members to UnitedHealthcare Community Plan daily. We manage the member's care on the date the member is enrolled until the member is disenrolled from UnitedHealthcare Community Plan. MO DHHS makes disenrollment decisions, not UnitedHealthcare Community Plan. Disenrollment usually takes effect at month's end, but at times may occur mid-month.

At enrollment time, each member receives a welcome packet that includes a copy of the UnitedHealthcare

Community Plan Member Handbook. The handbook explains the member's health care rights and responsibilities through UnitedHealthcare Community Plan.



Download a copy of the Member Handbook online at [UHCCommunityPlan.com/MO](https://www.uhc.com/MO) > Member Resources > View Available Resources.

### Immediate enrollment changes

Immediate enrollment into managed care means the responsible payer for members, including newborns, may change from Fee for Service (FFS) to Medicaid Managed Care during hospitalization. To avoid delays in claims processing and payment, have the payer assignment of newborns checked daily.



Get eligibility information by calling the MO HealthNet at 573-751-3425. You may also go to [dss.mo.gov](https://dss.mo.gov) or [Emomed.com](https://www.emomed.com).

### Unborn enrollment changes

Encourage your members to notify the MO DHHS when they know they are expecting. DHHS notifies Managed Care Organizations (MCOs) daily of an unborn when MO Medicaid learns a woman associated with the MCO is expecting. The MCO or you may use the online change report through the MO website to report the baby's birth. With that information, DHHS verifies the birth through the mother. The MCO and/or the care provider's information is taken as a lead. To help speed up the process, the mother should notify DHHS when the baby is born.



Members may call MO HealthNet at **573-751-3425** or go to the following link: [dss.mo.gov>fsd](https://dss.mo.gov>fsd).

Newborns may get UnitedHealthcare Community Plan-covered health services beginning on their date of birth. Check eligibility daily until the mother has enrolled her baby in a managed care plan.

**PCP selection**

Although unborn children cannot be enrolled with an MCO until birth, ask your members to select and contact a PCP for their baby prior to delivery. This will help avoid the delays and confusion that can occur with deferred PCP selections.



UnitedHealthcare Community Plan  
Members can go to [myuhc.com/  
communityplan](http://myuhc.com/communityplan) to look up a care provider.

**Member eligibility**

UnitedHealthcare Community Plan serves members enrolled with MO DHHS, MO’s Medicaid program. The MO DHHS determines program eligibility. An individual who becomes eligible for the MO DHHS program either chooses or is assigned to one of the MO DHHS-contracted health plans.

**Sample health member ID cards**

United Healthcare Community Plan  
Health Plan (80840) 911-86050-02

Member ID: 001600012 Group Number: MOHNET

Member: REISSUE M ENGLISH Payer ID: 86050  
DCN #: 99999912

PCP Name: DOUGLAS GETWELL  
PCP Phone: (717) 851-6816

S1803 MT ROSE AVE STE B3  
YORK, MO 174033051

0501 UnitedHealthcare Community Plan of Missouri  
Administered by UnitedHealthcare of the Midwest, Inc.

United Healthcare Community Plan  
Health Plan (80840) 911-86050-02

Member ID: 001600014 Group Number: MOHNET

Member: REISSUE M SPANISH Payer ID: 86050  
DCN #: 99999914

PCP Name: DOUGLAS GETWELL  
PCP Phone: (717) 851-6816

S1803 MT ROSE AVE STE B3  
YORK, MO 174033051

0501 UnitedHealthcare Community Plan of Missouri  
Administered by UnitedHealthcare of the Midwest, Inc.

**Member ID card**

Check the member’s ID card at each visit, and copy both sides for your files. Verify the identity of the person presenting the ID card against some form of photo ID, such as a driver’s license, if this is your office practice.



If a fraud, waste and abuse event arises from a care provider or a member, go to [uhc.com/fraud](http://uhc.com/fraud) to report it. Or you may call the **Fraud, Waste, and Abuse Hotline**.

The member’s ID card also shows the PCP assignment on the front of the card. If a member does not bring their card, call Provider Services. Also document the call in the member’s chart.

**Member identification numbers**

Each member receives a nine-digit UnitedHealthcare Community Plan member identification number. Use this number to communicate with UnitedHealthcare Community Plan about a specific subscriber/member. The Missouri DSS Medicaid Number is also on the member ID card.

In case of emergency call 911 or go to nearest emergency room. Printed: 10/13/20

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website [www.MyUHC.com/CommunityPlan](http://www.MyUHC.com/CommunityPlan) or call.

For Members:	866-292-0359	TTY 711
Behavioral Health:	866-292-0359	TTY 711
Dental/Vision:	866-292-0359	TTY 711
NurseLine:	866-351-6827	TTY 711

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For Providers:	UHCprovider.com	866-815-5334
Dental Providers:	855-934-9818	
Medical and BH Claims:	PO Box 5240, Kingston, NY, 12402-5240	

Transportation: 866-292-0359 Pharmacy: 800-392-2161 or 573-751-6527  
UHC19037 Approved 09/26/18

In case of emergency call 911 or go to nearest emergency room. Printed: 10/13/20

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website [www.MyUHC.com/CommunityPlan](http://www.MyUHC.com/CommunityPlan) or call.

For Members:	866-292-0359	TTY 711
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Transportation: 866-292-0359 Pharmacy: 800-392-2161 or 573-751-6527  
UHC19037 Approved 09/26/18

## PCP-initiated transfers

A PCP may transfer a UnitedHealthcare Community Plan member due to an inability to start or maintain a professional relationship or if the member is non-compliant. The PCP must provide care for the member until a transfer is complete.

1. To transfer the member, call the Member Services number on the back of the member's card, or mail with the specific event(s) documentation. Provide the specific details of the events that occurred. Documentation includes the dates of failed appointments or a detailed account of reasons for termination request, member name, date of birth, MO HealthNet number, current address, current phone number and the care provider's name.  
[mo\\_clinops@uhc.com](mailto:mo_clinops@uhc.com)
2. UnitedHealthcare Community Plan prepares a summary within 10 business days of the request. We try to contact the member and resolve the issue to develop a satisfactory PCP-member relationship.
3. If the member and UnitedHealthcare Community Plan cannot resolve the PCP member issue, we work with the member to find another PCP. We refer the member to care management, if necessary.
4. If UnitedHealthcare Community Plan cannot reach the member by phone, the health plan sends a letter (and a copy to the PCP) stating they have five business days to contact us to select a new PCP. If they do not choose a PCP, we will choose one for them. A new ID card will be sent to the member with the new PCP information.

## Verifying member enrollment

Verify member eligibility prior to providing services.

Determine eligibility in the following ways:

- Provider Portal: Access the Provider Portal through [UHCprovider.com/eligibility](https://uhcprovider.com/eligibility)
- [UnitedHealthcare Provider Services](#) is available from 7 a.m. - 5 p.m. Central Time, Monday through Friday.
- Missouri [Emomed.com](https://www.emomed.com)

## UnitedHealthcare Dual Complete (DSNP)

DSNP is a Medicare Advantage plan for members who qualify for both Medicare and Medicaid.

For general information about DSNP, go to:

[uhc.com](https://uhc.com) > Insurance Plans > Medicaid > [Dual Eligible Special Needs Plans \(D-SNP\)](#).

For information about UnitedHealthcare Dual Complete, please see the Medicare Products chapter of the Administrative Guide for Commercial, Medicare Advantage and DSNP. For state-specific information, go to [UHCprovider.com](https://uhcprovider.com) > Resources > [Health Plans](#).

For Missouri DSNP information, go to <https://www.uhcprovider.com/en/health-plans-by-state/missouri-health-plans/mo-medicare-plans/mo-dual-complete-snp-plans.html>.

# Chapter 4: Medical Management

## Key contacts

Topic	Link	Phone Number
Referrals	<a href="#">UHCprovider.com &gt; Referrals</a>	866-815-5334
Prior Authorization	<a href="#">UHCprovider.com/paan</a>	800-366-7304
Pharmacy	<a href="#">professionals.optumrx.com</a>	800-392-8030
Dental	<a href="#">UHCprovider.com</a>	844-464-5633
Healthy First Steps	<a href="#">uhhealthyfirststeps.com</a>	800-599-5985



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

Medical management improves the quality and outcome of healthcare delivery. We offer the following services as part of our medical management process.

## Ambulance services

### Air ambulance

Air ambulance is covered only when the services are medically necessary and transportation by ground ambulance is not available. It is also only covered when:

- Great distances or other obstacles keep members from reaching the destination.
- Immediate admission is essential.
- The pickup point is inaccessible by land.

Non-emergent air ambulance requires prior authorization.



For authorization, go to [UHCprovider.com/paan](#) or call Provider Services.

### Emergency ambulance transportation

An emergency is a serious, sudden medical or behavioral condition that may include severe pain.

Without immediate attention, the affected person could suffer major:

- Injury to their overall health.
- Impairment to bodily functions.
- Dysfunction of a bodily organ or part.

Emergency transports (in- and out-of-network) are covered. They do not require an authorization.

Bill ambulance transport as a non-emergency transport when it doesn't meet the definition of an emergency transport. This includes all scheduled runs and transports to nursing facilities or the member's residence.

### Non-emergent ambulance transportation

UnitedHealthcare Community Plan members may get non-emergent stretcher/ambulance transportation services for covered services. Members may get transportation when they are bed-confined before, during and after transport.



For non-urgent appointments, members must call for transportation at least three days before their appointment. To make a request, call **866-292-0359**.

Schedule non-emergent ambulance or stretcher rides up to 30 days in advance.



Members must call between 8 a.m. and 5 p.m. CT, Monday through Friday, to schedule transportation. If they have questions about their order, they may call **866-292-0359**.

### Non-Emergency Medical Transportation (NEMT)

Transportation is provided by taxi, van, bus or public transit, depending on a member's medical needs. Wheelchair service is provided if required by medical necessity.

Non-emergent medical transportation must be requested at least **3** days in advance. Members can call **866-292-0359**.

Schedule non-emergent medical transportation up to 30 days in advance.

Non-emergent medical transportation requests are accepted between 8 a.m. and 5 p.m. CT, Monday through Friday.

## Cardiology

We use the prior authorization process to help support compliance with evidence-based and professional society guidance for cardiology procedures.

You must obtain prior authorization for the following cardiology procedures:

- Diagnostic catheterizations
- Electrophysiology implant procedures (including inpatient)
- Echocardiograms
- Stress echocardiograms

Cardiology procedures do not require prior authorization if performed in the following places of service:

- ER
- Observation unit
- Urgent care
- Inpatient stay (except for electrophysiology implants).

If you do not complete the entire prior authorization process before performing the procedure, we will reduce

or deny the claim. Do not bill the member for claims we deny for this reason.

Request prior authorization online or by phone.

- Online: [UHCprovider.com/cardiology](https://UHCprovider.com/cardiology). Select the Go to Prior Authorization and Notification Tool.
- Phone: 866-889-8054, Monday through Friday.

Make sure the medical record is available.



For the most current listing of CPT codes that require prior authorization, a prior authorization crosswalk, and/or the evidence-based clinical guidelines, go to [UHCprovider.com/cardiology](https://UHCprovider.com/cardiology) > Specific Cardiology Programs.

## Chiropractic services

Chiropractic services must be provided by a licensed chiropractor. Services are limited to:

- Examinations
- Diagnoses
- Adjustments
- Manipulations and treatment of malpositioned articulations and structures of the body

Eligible members may receive up to 20 chiropractic visits per rolling year.

## Dental services

### Covered

A Dental Provider Manual is available for detailed coverage information.

UnitedHealthcare Community Plan covers the facility and anesthesia for medically necessary outpatient dental services for adults ages 21 and older. If older than 21, we do not provide coverage without the presence of trauma or cases where treatment is needed for serious medical conditions.

Facility services require a prior authorization.

The following services are covered for children younger than 20 years, pregnant women, the blind and nursing facility residents:

- Diagnostic
- Periodontics
- Preventive
- Prosthodontics (limited)
- Restorative
- Oral and maxillofacial surgery
- Endodontics

### Non-covered

UnitedHealthcare Community Plan does not cover routine dental services for anyone 21 years and older. It does not cover orthodontia for any member.

Refer to the Dental Provider Manual for applicable exclusions and limitations and covered services. Standard ADA coding guidelines apply to all claims.



To find a dental provider, go to [UHCprovider.com](https://UHCprovider.com) > Our Network > Find a Provider > [Dental Providers by state, network or location.](#)

## Durable medical equipment

Durable medical equipment (DME) is equipment that provides therapeutic benefits to a member because of certain medical conditions and/or illnesses. DME consists of items which are:

- Primarily used to serve a medical purpose
- Not useful to a person in the absence of illness, disability, or injury
- Ordered or prescribed by a care provider
- Reusable
- Repeatedly used
- Appropriate for home use
- Determined to be medically necessary



See our Coverage Determination Guidelines at [UHCprovider.com](https://UHCprovider.com) > Resources > Plans, Policies, Protocols and Guides > For Community Plans > [Medical & Drug Policies and Coverage Determination Guidelines for Community](#)

[Plan.](#)

## Emergency/urgent care services

Emergency services do not require prior authorization.

While UnitedHealthcare Community Plan covers emergency services, we ask that you tell members about appropriate ER use. A PCP should treat non-emergency services such as sprains/strains, stomachaches, earaches, fevers, cough, colds and sore throats.

Covered services include:

- Hospital emergency department room, ancillary and care provider service by in and out-of-network care providers.
- Medical examination.
- Stabilization services.
- Access to designated Level I and Level II trauma centers or hospitals meeting the same levels of care for emergency services.
- Emergency ground and air transportation.
- Emergency dental services, limited to broken or dislocated jaw, severe teeth damage, and cyst removal.

We pay out-of-network care providers for emergency services at the current program rates at the time of service. We try to negotiate acceptable payment rates with out-of-network care providers for covered post-stabilization care services for which we must pay.

### ER care

For an emergency, the member should seek immediate care at the closest ER. If the member needs help getting to the ER, they may call 911. No referral is needed. Members have been told to call their PCP as soon as possible after receiving emergency care. They pay no out-of-pocket cost for ER or emergency ambulance services.

Before they are treated, UnitedHealthcare Community Plan members who visit an ER are screened to determine whether they have a medical emergency. Prior authorization is not required for the medical screening. UnitedHealthcare Community Plan covers these services regardless of the emergency care provider's relationship with UnitedHealthcare Community Plan.

After the member has received emergency care, the hospital must seek approval within 30 minutes for pre-approval for more care to make sure the member remains stable. If the hospital needs to appeal the decision or if does not receive a decision within one hour and/or they need to speak with a peer (medical director), call **800-599-5985**. The treating care provider may continue with care until the health plan's medical care provider is reached, or when one of these guidelines is met:

1. A plan care provider with privileges at the treating hospital takes over the member's care.
2. A plan care provider takes over the member's care by sending them to another place of service.
3. An MCO representative and the treating care provider reach an agreement about the member's care.
4. The member is released.

Depending on the need, the member may be treated in the ER, in an inpatient hospital room, or in another setting. This is called Post Stabilization Services. Members do not pay for these services. This applies whether the member receives emergency services in or outside their service area.

### Urgent care (non-emergent)

Urgent care services are covered.



For a list of urgent care centers, contact [Provider Services](#).

## Emergency care resulting in admissions

Prior authorization is not required for emergency services.

Nurses in the Health Services Department review

emergency admissions within one business day of notification.



Emergency care should be delivered without delay. Notify UnitedHealthcare Community Plan about admission within 24 hours, unless otherwise indicated. Use the Prior Authorization and Notification tool on the Provider Portal at [UHCprovider.com/paan](https://UHCprovider.com/paan), EDI 278N transaction at [UHCprovider.com/edi](https://UHCprovider.com/edi), or call Provider Services.

UnitedHealthcare Community Plan makes utilization management determinations based on appropriateness of care and benefit coverage existence using evidence-based, nationally recognized or internally-developed clinical criteria. UnitedHealthcare Community Plan does not reward you or reviewers for issuing coverage denials and does not financially incentivize Utilization Management staff to support service underutilization. Care determination criteria is available upon request by contacting Provider Services (UM Department, etc.).



The criteria are available in writing upon request or by calling [Provider Services](#).



For policies and protocols, go to [UHCprovider.com](https://UHCprovider.com) > Resources > Plans, Policies, Protocols and Guides > [For Community Plas](#).

If a member meets an acute inpatient level of stay, admission starts at the time you write the order.

## Family planning

Family planning services are preventive health, medical, counseling and educational services that help members manage their fertility and achieve the best reproductive and general health. UnitedHealthcare Community Plan members may access these services without a referral. They may also seek family planning services at the care provider of their choice. The following services are included:

- Annual gynecological examination
- Annual pap smear



- Contraceptive supplies, devices and medications for specific treatment
- Contraceptive counseling
- Laboratory services

Blood tests to determine paternity are covered **only** when the claim indicates tests were necessary for legal support in court.

Non-covered items include:

- Reversal of voluntary sterilization
- Hysterectomies for sterilization
- In-vitro fertilization, including:
  - GIFT (Gamete intrafallopian transfer)
  - ZIFT (zygote intrafallopian transfer)
  - Embryo transport
- Infertility services, if given to achieve pregnancy  
**Note:** Diagnosis of infertility is covered. Treatment is not.
  - Morning-after pill. Contact the Missouri DHHS to verify state coverage.

### Parenting/child birth education programs

- Child birth education is covered.
- Parenting education is not covered.

### Voluntary sterilization

In-network treatment with consent is covered. The member needs to give consent 30 days before surgery, be mentally competent and be at least 21 years old at the time of consent for:

- Tubal ligation
- Vasectomy

Out-of-network services require prior authorization.

View the DHHS Regulations for more information on sterilization.

## Care coordination/ health education

Our care coordination program is led by our qualified, full-time care coordinators. You are encouraged to

collaborate with us to ensure care coordination services are provided to members. This program is a proactive approach to help members manage specific conditions and support them as they take responsibility for their health.

The program goals are to:

- Provide members with information to manage their condition and live a healthy lifestyle
- Improve the quality of care, quality of life and health outcomes of members
- Help individuals understand and actively participate in the management of their condition, adherence to treatment plans, including medications and self-monitoring
- Reduce unnecessary hospital admissions and ER visits
- Promote care coordination by collaborating with providers to improve member outcomes
- Prevent disease progression and illnesses related to poorly managed disease processes
- Support member empowerment and informed decision making
- Effectively manage their condition and co-morbidities, including depression, cognitive deficits, physical limitations, health behaviors and psychosocial issues

Our program makes available population-based, condition-specific health education materials, websites, interactive mobile apps and newsletters that include recommended routine appointment frequency, necessary testing, monitoring and self-care. We send health education materials, based upon evidence-based guidelines or standards of care, directly to members that address topics that help members manage their condition. Our program provides personalized support to members in case management. The case manager collaborates with the member to identify educational opportunities, provides the appropriate health education and monitors the member's progress toward management of the condition targeted by the care coordination program.

Programs are based upon the findings from our Health Education, Cultural and Linguistic Group Needs Assessment (GNA) and will identify the health education, cultural and linguistic needs.

## Facility admission notification requirements

Facilities are responsible for Admission Notification for the following inpatient admissions (even if an advanced notification was provided prior to the actual admission date):

- Planned/elective admissions for acute care
- Unplanned admissions for acute care
- Skilled nursing facility (SNF) admissions
- Admissions following outpatient surgery
- Admissions following observation

## Health home program

Health Home provides community-based intensive care coordination and comprehensive care management to improve health outcomes and reduce service costs for some of the state's highest-need individuals. Health Home helps improve coordination of care, quality, and increase individual participation in their own care. The program reduces Medicaid inpatient hospital admissions, avoidable ER visits, inpatient psychiatric admissions, and the need for nursing home admissions. We work with area hospitals in providing transitional care services to members enrolled in Health Home. Hospitals and care providers may refer individuals to us for potential Health Home enrollment. Health Home eligibility is determined by Medicaid. The program provides services beyond those typically offered by care providers, including:

- Comprehensive care management
- Care coordination and health promotion,
- Individual and family support
- Referral to community services



For more information about Health Home, call **866-815-5334**.

## Hearing services

Monaural and binaural hearing aids are covered, including fitting, follow-up care, batteries and repair.

Bilateral cochlear implants, including implants, parts, accessories, batteries, charges and repairs are covered. Bone-anchored hearing aids (BAHA), including BAHA devices (both surgically implanted and soft band headbands), replacement parts and batteries are covered for members 20 years or younger.

## Hospice

UnitedHealthcare Community Plan provides in-home hospice and short-stay inpatient hospice. These services require prior authorization.

### Home hospice

UnitedHealthcare Community Plan covers benefits for routine home care every day the member is at home, under hospice and not receiving continuous home care. We cover care provider hospice at the member's home during a medical crisis. A medical crisis is when a member requires continuous nursing care to manage symptoms.

### Respite hospice

Inpatient hospital or nursing facility respite care is covered for the hospice care provider each day the member is in an inpatient facility and receiving respite care. Hospice inpatient respite care is short-term inpatient care provided to the member when necessary to relieve the caregiver. Hospice inpatient respite care is restricted to five days per month. This includes the day of admission but not the day of discharge.

### Inpatient hospice

Inpatient care is covered during a sudden medical crisis. General inpatient care may be necessary for pain control or acute/chronic symptom management not provided in any other setting. Inpatient hospice care includes a hospital or an in-network hospice inpatient facility that meets the hospice standards for staffing and member care. Inpatient care is short-term and restricted to 10 days per month.

Members receiving inpatient hospice services through a residential facility are not covered under Managed Medicaid. DHHS covers residential inpatient hospice services. DHHS will cover hospice care provider benefits for both the hospice services provided and the facility residential services.

## Laboratory



LabCorp is the preferred lab provider. Contact [LabCorp](#) directly.

Use UnitedHealthcare Community Plan in-network laboratory when referring members for lab services not covered in the office. Medically necessary laboratory services ordered by a PCP, other care providers or dentist in one of these laboratories do not require prior authorization except as noted on our prior authorization list.

For more information on our in-network labs, go to [UHCprovider.com > Our Network > Find a Provider > Preferred Lab Network](#).

When submitting claims, have a Clinical Laboratory Improvement Amendment number (CLIA #). Otherwise, claims will deny. CLIA standards are national and not Medicaid-exclusive. CLIA applies to all providers rendering clinical laboratory and certain other diagnostic services.



See the [Billing and Submission](#) chapter for more information.

## Maternity/pregnancy/ well-child care

### Pregnancy notification risk screening

Notify UnitedHealthcare Community Plan immediately of a member's confirmed pregnancy to help ensure appropriate follow-up and coordination by the Healthy First Steps program.



Access the digital Notification of Pregnancy through the Provider Portal at [UHCprovider.com](#). You may also call Healthy First Steps at 800-599-5985 or fax the notification form to 877-353-6913.

Healthy First Steps strives to:

- Increase early identification of expectant mothers and facilitate case management enrollment.
- Assess the member's risk level and provide member-specific needs that support the care provider's plan of care.
- Help members understand the importance of early and ongoing prenatal care and direct them to receiving it.
- Multidisciplinary support for pregnant women to overcome social and psychological barriers to prenatal care.
- Increase the member's understanding of pregnancy and newborn care.
- Encourage pregnancy and lifestyle self-management and informed healthcare decision-making.
- Encourage appropriate pregnancy, postpartum and infant care provider visits.
- Foster a care provider-member collaboration before and after delivery as well as for non-emergent settings.
- Encourage members to stop smoking with our Quit for Life tobacco program.
- Help identify and build the mother's support system including referrals to community resources and pregnancy support programs.

Program staff act as a liaison between members, care providers, and United Healthcare for care coordination.

### Pregnancy/Maternity

UnitedHealthcare Community Plan only allows per-visit billing for each obstetrical service. The per-visit information helps us track and evaluate prenatal and postpartum care for our members. To learn more about billing for obstetrical service as well as for global days and their values, read our Obstetrical Services Policy on [UHCprovider.com > Resources > Plans, Policies, Protocols and Guides > For Community Plans >](#)

### Reimbursement Policies. Type in Obstetrical Services Policy.

Medicaid does not consider ultrasounds medically necessary if they are done only to determine the fetal sex or provide parents with a photograph of the fetus. We allow the first three obstetrical ultrasounds per pregnancy. The fourth and subsequent obstetrical ultrasound procedures will only be allowed for identified high-risk members. High-risk member claims must include the corresponding diagnosis code.



For prior authorization maternity care, including out-of-plan and continuity of care, call 866-815-5334 or go to [UHCprovider.com/paan](https://UHCprovider.com/paan). For more information about prior authorization requirements, go to [UHCprovider.com/MOcommunityplan](https://UHCprovider.com/MOcommunityplan) > [Prior Authorization and Notification](#).

Pregnant UnitedHealthcare Community Plan members should receive care from UnitedHealthcare Community Plan care providers only. UnitedHealthcare Community Plan considers exceptions to this policy if:

1. The woman was in her second or third trimester of pregnancy when she became a UnitedHealthcare Community Plan member, and
2. If she has an established relationship with a non-participating obstetrician.

UnitedHealthcare Community Plan must approve all out-of-plan maternity care.

A UnitedHealthcare Community Plan member does not need a referral from her PCP for OB-GYN care. Perinatal home care services are available for UnitedHealthcare Community Plan members when medically necessary.

### **Maternity admissions**

All maternity admissions require notification. Days in excess of 48 hours for vaginal deliveries and 96 hours for C-section require clinical information and medical necessity review.



Submit maternity admission notification by using the EDI 278N transaction at [UHCprovider.com/edi](https://UHCprovider.com/edi), the online Prior Authorization and Notification tool at [UHCprovider.com/paan](https://UHCprovider.com/paan), or by calling 866-815-5334.

Provide the following information within one business day of the admission:

- Date of admission.
- Member's name and Medicaid ID number.
- Obstetrician's name, phone number, care provider ID.
- Facility name (care provider ID).
- Vaginal or cesarean delivery.

If available at time of notification, provide the following birth data:

- Date of delivery.
- Sex.
- Birth weight.
- Gestational age.
- Baby name.

Non-routine newborn care (e.g., unusual jaundice, prematurity, sepsis, respiratory distress) is covered but requires prior authorization. Infants remaining in the hospital after mother's discharge require separate notification and will be subject to medical necessity review. The midwife (CNM) must be a licensed registered nurse recognized by the Board of Nurse Examiners as an advanced practice nurse (APN) in nurse-midwifery and certified by the American College of Nurse-Midwives.

A CNM must identify a licensed care provider or group of care providers with whom they have arranged for referral and consultation if complications arise.

Furnish obstetrical maternity services on an outpatient basis. This can be done under a physician's supervision through a NP, PA or licensed professional nurse. If handled through supervision, the services must be within the staff's scope of practice or licensure as defined by state law.

You do not have to be present when services are provided. However, you must assume professional responsibility for the medical services provided and help ensure approval of the care plan.



For additional pregnant member and baby resources, see Healthy First Steps Rewards in [Chapter 6](#).

### Post maternity care

UnitedHealthcare Community Plan covers post-discharge care to the mother and her newborn. Post-discharge care consists of a minimum of two visits, at least one in the home, according to accepted maternal and neonatal physical assessments. These visits must be conducted by a registered professional nurse with experience in maternal and child health nursing or a care provider. The first post-discharge visit should occur within 24 to 48 hours after the member's discharge date. Prior authorization is required for home health care visits for postpartum follow-up. The attending care provider decides the location and post-discharge visit schedule.

### Newborn enrollment

The hospital is responsible to notify the county of all deliveries, including UnitedHealthcare Community Plan members.

The hospital provides enrollment support by providing required birth data during admission.

### Bright Futures assessment

Bright Futures is a national health promotion and prevention initiative, led by the American Academy of Pediatrics and supported by the [US Department of Health and Human Services, Health Resources and Services Administration \(HRSA\)](#), Maternal and Child Health Bureau (MCHB).

The *Bright Futures Guidelines* provide guidance for all preventive care screenings and well-child visits. You may incorporate Bright Futures into health programs such as home visiting, child care, school-based health clinics, and many others. Materials developed for families are also available.

The primary goal of Bright Futures is to support primary care practices (medical homes) in providing well-child and adolescent care according to *Bright Futures: Guidelines for Health Supervision of Infants, Children, and Adolescents*. Settings for Bright Futures

implementation include private practices, hospital-based or hospital-affiliated clinics, resident continuity clinics, school-based health centers, public health clinics, community health centers, Indian Health Service clinics, and other primary care facilities. A complementary goal is to provide home visitors, public health nurses, early child care and education professionals (including Head Start), school nurses, and nutritionists with an understanding of Bright Futures materials so that they can align their health promotion efforts with the recommendations in the *Bright Futures Guidelines*. This objective will ensure that patients receive information and support that is consistent from family and youth perspectives.

### Home care and all prior authorization services

The discharge planner ordering home care should call the [Provider Services](#) to arrange for home care.

### Hysterectomies

Hysterectomies cannot be reimbursed if performed for sterilization. Members who get hysterectomies for medical reasons must be told, orally and in writing, they will no longer be able to have children.

All hysterectomy claims (surgeon, assistant surgeon, anesthesiologist, hospital) must be accompanied by a consent form. The member should sign and date the form stating she was told before the surgery that the procedure will result in permanent sterility.

Based on the physician manual for hysterectomies, do not use the Sterilization Consent Form in lieu of the Acknowledgment of Receipt of Hysterectomy Information Form MO 886-3280 (7-08). Do not attach the form or certificate of medical necessity to the claim.



Find the form on the Missouri MO HealthNet Manuals website, [manuals.momed.com](http://manuals.momed.com).

See “Sterilization consent form” section on next page for more information. Exception: MO DHSS does not require informed consent if:

1. As the care provider performing the hysterectomy, you certify in writing the member was sterile before

the procedure. You must also state the cause of the sterility.

2. You certify, in writing, the hysterectomy was performed under a life-threatening emergency in which prior acknowledgment was not possible. Include a description of the emergency.

UnitedHealthcare Community Plan requires, along with your claim, a copy of the signed medical assistance hysterectomy statement. Mail the claim and documentation to claims administration identified on the back of the member's ID card. Reimbursement is made upon completion of documentation requirements and UnitedHealthcare Community Plan review. The member may not be billed if consent forms are not submitted.

### Pregnancy termination services

Pregnancy termination services are not covered, except in cases to preserve the woman's life. In this case, follow the Missouri consent procedures for abortion.

Allowable pregnancy termination services do not require a referral from the member's PCP. Members must use the UnitedHealthcare Community Plan care provider network.

### Sterilization and hysterectomy procedures

Reimbursement for sterilization procedures are based on the member's documented request. This policy helps ensure UnitedHealthcare Community Plan members thinking about sterilization are fully aware of the details and alternatives. It also gives them time to consider their decision. In addition, the State Medical Assistance Program must have documented evidence that all the sterilization requirements have been met before making a payment. The member must sign the Medical Assistance Consent Form at least 30 days, but not more than 180 days, before the procedure. The member must be at least 21 years old when they sign the form.

The member must not be mentally incompetent or live in a facility treating mental disorders. The member may agree to sterilization at the time of premature delivery or emergency abdominal surgery if at least 72 hours have passed since signing the consent form. However, in the case of premature delivery, they must have signed the form at least 30 days before the expected delivery date. If the requirements are not met for both sterilization procedures and hysterectomies, UnitedHealthcare

Community Plan cannot pay the care provider, anesthetist or hospital.

### Sterilization informed consent

A member has only given informed consent if the MO Department of Social Services Medical Assistance Consent Form for sterilization is properly filled out. Other consent forms do not replace the Medical Assistance Consent Form. Be sure the member fully understands the sterilization procedure and has been told of other family planning options. Informed consent may not be obtained while the member is in labor, seeking an abortion, or under the influence of alcohol or other substances that affect awareness.

### Sterilization consent form

Use the consent form for sterilization:

- **Complete all applicable sections of the form.** Complete all applicable sections of the consent form before submitting it with the billing form. The Missouri Medical Assistance Program cannot pay for sterilization procedures until all applicable items on the consent form are completed, accurate and follow sterilization regulation requirements.
- Your statement section should be completed after the procedure, along with your signature and the date. This may be the same date of the sterilization or a date afterward. If you sign and date the consent form before performing the sterilization, the form is invalid.
- The state's definition of "shortly before" is not more than 30 days before the procedure. Explain the procedure to the member within that time frame. However, do not sign and date the form until after you perform the procedure.



You may also find the form on the Missouri Department of Social Services website [dss.mo.gov/fsd/health-care/](https://dss.mo.gov/fsd/health-care/).

Have three copies of the consent form:

1. For the member.
2. To submit with the Request for Payment form.
3. For your records.

# Neonatal Intensive Care Unit (NICU) case management

The NICU Management program manages inpatient and post-discharge neonatal intensive care unit (NICU) cases to improve outcomes and lower costs. Our dedicated team of NICU case managers, social workers and medical directors offer both clinical care and psychological services.

The NICU Case Management program helps ensure NICU babies get quality of care and efficiency in treatment. Newborns placed in the NICU are eligible upon birth. High risk newborns placed in the NICU are eligible upon birth for NICU Case Management services.

The NICU Case Management team works closely with Neonatal Resource Services (NRS) team neonatologist and Utilization Management nurses, health plan registered nurses and social worker care managers to support and coordinate needed care for NICU infants and their families, as appropriate.

## Inhaled nitric oxide

Use the NRS guideline for Inhaled Nitric Oxide (iNO) therapy at [UHCprovider.com > Resources > Plans, Policies, Protocols and Guides > For Community Plans > Clinical Guidelines](https://www.uhcprovider.com/resources/plans-policies-protocols-guides/for-community-plans/clinical-guidelines).

# Pharmacy

## Pharmacy preferred drug list

UnitedHealthcare Community Plan determines and maintains its preferred drug list (PDL) of covered medications. This list applies to all UnitedHealthcare Community Plan of Missouri members. Specialty drugs on the PDL are identified by a “SP” in the “Requirements and Limits” section of each page.

You must prescribe Medicaid members drugs listed on the PDL. We may not cover brand-name drugs not on the PDL if an equally effective generic drug is available and is less costly unless prior authorization is followed.

If a member requires a non-preferred medication, call the Pharmacy Prior Authorization at **800-310-6826** or **573-751-6527** or use the online Prior Authorization and

Notification tool on the Provider Portal.

We provide you PDL updates before the changes go into effect. Change summaries are posted on [UHCprovider.com](https://www.uhcprovider.com). Find the PDL and Pharmacy Prior Notification Request form at [UHCprovider.com/priorauth](https://www.uhcprovider.com/priorauth).

## Pharmacy prior authorization

Medications can be dispensed as an emergency 72-hour supply when drug therapy must start before prior authorization is secured and the prescriber cannot be reached. The rules apply to non-preferred PDL drugs and to those affected by a clinical prior authorization edit.

To request pharmacy prior authorization, call Pharmacy Prior Authorization at **800-392-2161** or **573-751-6527**. We provide notification for prior authorization requests within 24 hours of request receipt.

## Specialty pharmacy medications

The Specialty Pharmacy Management Program provides high-quality, cost-effective care for our members. A specialty pharmacy medication is a high-cost drug that generally has one or more of the following characteristics:

- Used by a small number of people
- Treats rare, chronic, and/or potentially life-threatening diseases
- Has special storage or handling requirements such as needing to be refrigerated
- May need close monitoring, ongoing clinical support and management, and complete patient education and engagement
- May not be available at retail pharmacies
- May be oral, injectable, or inhaled



Specialty pharmacy medications are available through our specialty pharmacy network. For more information about specialty pharmacy medications, go to [UHCprovider.com/priorauth](https://www.uhcprovider.com/priorauth).

## Radiology

We use the prior authorization process to help support compliance with evidence-based and professional society guidance for radiology procedures.

You must obtain prior authorization for the following advanced imaging procedures if you provide them in an office or outpatient setting:

- Computerized tomography (CT)
- Magnetic resonance imaging (MRI)
- Magnetic resonance angiography (MRA)
- Positron emission tomography (PET)
- Nuclear medicine
- Nuclear cardiology

Advanced imaging procedures do not require prior authorization if performed in the following places of service:

- ER
- Observation unit
- Urgent care
- Inpatient stay

If you do not complete the entire prior authorization process before performing the procedure, we will reduce or deny the claim. Do not bill the member for claims we deny for this reason.

Request prior authorization online or by phone at:

- Online: [UHCprovider.com/Radiology](https://UHCprovider.com/Radiology) Go to Prior Authorization and Notification Tool
- Phone: **866-889-8054** from 8 a.m. - 5 p.m. Central Time, Monday through Friday. Make sure the medical record is available.



For a current list of CPT codes that require prior authorization, a prior authorization crosswalk table, and/or the evidence-based clinical guidelines, go to [UHCprovider.com/radiology](https://UHCprovider.com/radiology) > Specific Radiology Programs.

## Screening, Brief Interventions, and Referral to Treatment (SBIRT) services

SBIRT services are covered when:

- Provided by, or under the supervision of, a certified care provider or other certified licensed care provider within the scope of their practice.
- Determining risk factors related to alcohol and other drug use disorders, providing interventions to enhance patient motivation to change, and making appropriate referrals as needed.
- SBIRT screening will occur during an Evaluation and Management (E/M) exam and is not billable with a separate code. You may provide a brief intervention on the same day as a full screen in addition to the E/M exam. You may also perform a brief intervention on subsequent days. Brief interventions are limited to four sessions per patient, per provider per calendar year.

### What is included in SBIRT?

**Screening:** With just a few questions on a questionnaire or in an interview, you can identify members who have alcohol or other drug (substance) use problems and determine how severe those problems already are. Three of the most widely used screening tools are the Alcohol Use Disorders Identification Test (AUDIT), the Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST) and the Drug Abuse Screening Test (DAST).

**Brief intervention:** If screening results indicate at risk behavior, individuals receive brief interventions. The intervention educates them about their substance use, alerts them to possible consequences and motivates them to change their behavior.

**Referral to treatment:** Refer members whose screening indicates a severe problem or dependence s to a licensed and certified behavioral health agency for assessment and treatment of a substance use disorder. **This includes coordinating with the alcohol and drug program in the county where the member resides for treatment.**

SBIRT services will be covered when all of the following are met:



- The billing provider and servicing provider are SBIRT certified.
- The billing provider has an appropriate taxonomy to bill for SBIRT.
- The diagnosis code is V65.42.
- The treatment or brief intervention does not exceed the limit of four encounters per client, per provider, per year.

The SBIRT assessment, intervention, or treatment takes places in one of the following places of service:

- Office
- Urgent care facility
- Outpatient hospital
- ER – hospital
- FQHC
- Community mental health center
- Indian health service – freestanding facility
- Tribal 638 freestanding facility
- Homeless shelter



For more information about E/M services and outreach, see the Department of Health and Human Services Evaluation and Services online guide at [cms.gov](https://www.cms.gov).

### Medication-assisted treatment

Medication-assisted treatment (MAT) combines behavioral therapy and medications to treat opioid use disorders (OUD). The Food and Drug Administration (FDA) approved medications for OUD include Buprenorphine, Methadone, and Naltrexone.

To prescribe Buprenorphine, you must complete the waiver through the Substance Abuse and Mental Health Services Administration (SAMHSA) and obtain a unique identification number from the United States Drug Enforcement Administration (DEA).

As a medical care provider, you may provide MAT services even if you don't offer counseling or behavioral health therapy in-house. However, you must refer your patients to a qualified care provider for those services. If you need help finding a behavioral health provider, call the number on the back of the member's health plan ID card or search for a behavioral health care provider on [liveandworkwell.com](https://www.liveandworkwell.com).

To find a medical MAT provider in Missouri:

1. Go to [UHCprovider.com](https://www.uhcprovider.com)
2. Select "Our Network," then "Find a Provider"
3. Select the care provider information
4. Click on "Medical Directory"
5. Click on "Medicaid Plans"
6. Click on applicable state
7. Select applicable plan
8. Refine the search by selecting "Medication Assisted Treatment"



For more SAMHSA waiver information:  
Physicians – [samhsa.gov](https://www.samhsa.gov)  
NPs and PAs – [samhsa.gov](https://www.samhsa.gov)



If you have questions about MAT, please call Provider Services at **866-815-5334**, enter your Tax Identification Number (TIN) then say "Representative," and "Representative" a second time, then "Something Else" to speak to a representative.

## Tuberculosis (TB) screening and treatment; Direct Observation Therapy (DOT)

Guidelines for TB screening and treatment should follow the recommendations of the American Thoracic Society (ATS) and the Centers for Disease Control and Prevention (CDC).

### Responsibilities

The PCP determines the risk for developing TB as part of the initial health assessment. Testing is offered to all members at increased risk unless they have documentation of prior positive test results or currently have active TB under treatment. You will coordinate and collaborate with Local Health Departments (LHDs) for TB screening, diagnosis, treatment, compliance, and follow-up of members. PCPs must comply with all applicable state laws and regulations relating to the reporting of confirmed and suspected TB cases to the LHD. The PCP

must report known or suspected cases of TB to the LHD TB Control Program within one day of identification.

## Vision

Vision services are covered by March Vision Care. Please see the Reference Guide at [marchvisioncare.com](http://marchvisioncare.com) for information such as compliance, electronic payment information, safety resources and training or call 844-516-2724.

## Waiver programs

### Human immunodeficiency virus (HIV)/acquired immune deficiency syndrome (AIDS) waiver program

The HIV/AIDS in-home waiver services program is available to members who would otherwise require long-term institutional services.

**Identification** – Members with symptomatic HIV or AIDS who require nursing home level of care services may be eligible for the waiver. The care coordinator or the PCP may identify members potentially eligible for the waiver program. They may also inform the member of the waiver program services.

**Referral** – If the member agrees to participation, provide the waiver agency with supportive documentation including history and physical, any relevant labs or other diagnostic study results and current treatment plan.

**Continuity of Care** – The HIV/AIDS waiver program will coordinate in-home HCBS services in collaboration with the PCP and care coordinator. If the member does not meet criteria for the waiver program, or declines participation, the health plan will continue care coordination as needed to support the member.

### Other federal waiver programs

Other waiver services, including the Nursing Facility Acute Hospital Waiver, may be appropriate for members who may benefit from HCBS services. These members are referred to the Long Term Care Division/HCBS Branch to determine eligibility and availability. If deemed eligible, the health plan will continue to cover all

medically necessary covered services for the member unless/until member is disenrolled from the Medicaid Program.

## Medical management guidelines

### Admission authorization and prior authorization guidelines

All prior authorizations must have the following:

- Patient name and ID number.
- Ordering care provider or health care professional name and TIN/NPI.
- Rendering care provider or health care professional and TIN/NPI.
- ICD clinical modification (CM).
- Anticipated date(s) of service.
- Type of service (primary and secondary) procedure code(s) and volume of service, when applicable.
- Service setting.
- Facility name and TIN/NPI, when applicable.



For behavioral health and substance use disorder authorizations, please call **866-815-5334**.



If you have questions, go to your state's prior auth page: [UHCprovider.com/MOcommunityplan](http://UHCprovider.com/MOcommunityplan) > [Prior Authorization and Notification Resources](#).

Type of Request	Decision TAT	Practitioner notification of approval	Written practitioner/member notification of denial
Non-urgent Pre-service	Within five working days of receipt of medical record information required but no longer 14 calendar days of receipt	Within 24 hours of the decision	Within two business days of the decision
Urgent/Expedited Pre-service	Within three days of request receipt	Within three days of the request	Within three days of the request
Concurrent Review	Within 24 hours or next business day following	Notified within 24 hours of determination	Notified within 24 hours of determination and member notification within two business days
Retrospective Review	Within 30 calendar days of receiving all pertinent clinical information	Within 24 hours of determination	Within 24 hours of determination and member notification within two business days

## Care management

We provide care management services to members with complex medical conditions or serious psychosocial issues. The Medical Care Management Department assesses members who may be at risk for multiple hospital admissions, increased medication use, or would benefit from a multidisciplinary approach to medical or psychosocial needs.

Refer members for care management by calling Care Management at 877-856-6351.

UnitedHealthcare Community Plan for all information, documents or discussion requests. This includes gathering clinical information on a member’s status for concurrent review and discharge planning. When criteria are not met, the case is sent to a medical director.

UnitedHealthcare Community Plan denies payment for days that do not have a documented need for acute care services. Failure to document results in payment denial to the facility and you.

### Concurrent review details

## Concurrent review guidelines

UnitedHealthcare Community Plan requires you to chart progress notes for each day of an inpatient stay. This includes acute and sub-acute medical, long-term acute care, acute rehabilitation, SNFs, home health care and ambulatory facilities. We perform a record or phone review for each day’s stay using InterQual Care Guidelines, CMS or other nationally recognized guidelines to help clinicians make informed decisions in many health care settings. You must work with

Concurrent review is notification within 24 hours or one business day of admission. It finds medical necessity clinical information for a continued inpatient stay, including review for extending a previously approved admission. Concurrent review may be done by phone or record review.

Your cooperation is required with all UnitedHealthcare Community Plan requests for information, documents or discussions related to concurrent review and discharge planning including: primary and secondary diagnosis, clinical information, care plan, admission order, member status, discharge planning needs, barriers to discharge

and discharge date. When available, provide clinical information by access to Electronic Medical Records (EMR).

Your cooperation is required with all UnitedHealthcare Community Plan requests from our interdisciplinary care coordination team and/or medical director to support requirements to engage our members directly face-to-face or by phone. You must return/respond to inquiries from our interdisciplinary care coordination team and/or medical director.

UnitedHealthcare Community Plan uses InterQual Care Guidelines (we previously used MCG), CMS guidelines, or other nationally recognized guidelines to assist clinicians in making informed decisions in many health care settings. This includes acute and sub-acute medical, long-term acute care, acute rehabilitation, SNFs, home health care and ambulatory facilities.

## Determination of medical necessity

Medically necessary services or supplies are those necessary to:

- Prevent, diagnose, alleviate or cure a physical or mental illness or condition.
- Maintain health.
- Prevent the onset of an illness, condition or disability.
- Prevent or treat a condition that endangers life, causes suffering or pain or results in illness or infirmity.
- Prevent the deterioration of a condition.
- Promote daily activities; remember the member's functional capacity and capabilities appropriate for individuals of the same age.
- Prevent or treat a condition that threatens to cause or worsen a handicap, physical deformity, or malfunction; there is no other equally effective, more conservative or substantially less costly treatment available to the member.

We don't consider experimental treatments medically necessary.

## Determination process

Benefit coverage for health services is determined by the member specific benefit plan document, such as a Certificate of Coverage, Schedule of Benefits, or Summary Plan Description, and applicable laws. You may freely communicate with members about their treatment, regardless of benefit coverage limitations.

## Evidence-based clinical guidelines

UnitedHealthcare Community Plan uses evidence-based clinical guidelines to guide our quality and health management programs. For more information on our guidelines, go to [UHCprovider.com](https://www.uhcprovider.com).

## Lock-In Program

The Lock-In Program is a method used to protect against members overusing health care services. We analyze utilization patterns for patterns of fraud, misuse, abuse and wasteful or inappropriate care. A member may also be referred to the Lock-In Program by their care provider, a facility or other source. The Lock-In Program implemented by the health plan does not include a lock-in for pharmacy. The health plan coordinates with the state to verify appropriate identification for the pharmacy Lock-In Program.

You have the right to accept or decline being the member's single PCP (Lock-In PCP). You can refuse to continue providing care to the member if you have documented reasons for ending your relationship. In these instances, you must call Provider Services to discontinue the lock-in relationship and begin the process of assigning another lock-in provider to the member.

We may approve requests for other care providers when members show they need more than one physician to handle specialized treatment. We must receive these requests within 20 days of the original written Lock-In Program enrollment notification. If the other care provider does not agree to or cannot confirm the agreement by the start date, the Lock-In PCP must make a referral.

The PCP provides and directs the member's care. They must also make any necessary referrals to other care providers, services, or facilities as medically indicated.

A Medical Referral Form for Restricted Participants must be sent to the referred care provider or facility before or at the time of service being rendered. This form must be mailed in with each claim from the referred-to provider. This form is on the Missouri provider portal at [UHCprovider.com/mocommunityplan](https://UHCprovider.com/mocommunityplan) in the Provider Forms section. You may also call Provider Services at **866-815-5334**.

Lock-In periods last 24 months. Case reviews are conducted by the health plan no sooner than 12 months and before the end of the Lock-In period. The health plan conducts case reviews to assess member utilization patterns. If a pattern of member misuse continues, the lock-in period renews for 24 more months.

Members selected for the Lock-In Program or whose lock-in period was extended have all appeal and fair hearing rights granted by state and federal regulations.

## Medical and drug policies and coverage determination guidelines

Find medical policies and coverage determination guidelines at [UHCprovider.com](https://UHCprovider.com) > Resources > Plans, Policies, Protocols and Guides > For Community Plans > [Medical and Drug Policies and Coverage Determination Guidelines for Community Plan](#).

## Referral guidelines

You must coordinate member referrals for medically necessary services beyond the scope of your practice. Monitor the referred member's progress and help ensure they are returned to your care as soon as appropriate.

We require prior authorization of all out-of-network referrals. The nurse reviews the request for medical necessity and/or service. If the case does not meet criteria, the nurse routes the case to the medical director for review and determination. Out-of-network referrals are approved for, but not limited to, the following:

- Continuity of care issues
- Necessary services are not available within network

UnitedHealthcare Community Plan monitors out-of-

network referrals on an individual basis. Care provider or geographical location trends are reported to Network Management to assess root causes for action planning.

## Reimbursement

UnitedHealthcare Community Plan authorization helps ensure reimbursement for all covered services. You should:

- Determine if the member is eligible on the date of service by using the Provider Portal on [UHCprovider.com](https://UHCprovider.com), contacting UnitedHealthcare Community Plan's Provider Services Department, or the Missouri Medicaid Eligibility System.
- Submit documentation needed to support the medical necessity of the requested procedure.
- Be aware the services provided may be outside the scope of what UnitedHealthcare Community Plan has authorized.
- Determine if the member has other insurance that should be billed first.

UnitedHealthcare Community Plan will not reimburse:

- Services UnitedHealthcare Community Plan decides are not medically necessary.
- Non-covered services.
- Services provided to members not enrolled on the date(s) of service.

## Second opinion benefit

If a UnitedHealthcare Community Plan member asks for a second opinion about a treatment or procedure, UnitedHealthcare Community Plan will cover that cost. Scheduling the appointment for the second opinion should follow the access standards established by the MO DHHS. These access standards are defined in Chapter 2. The care provider giving the second opinion must not be affiliated with the attending care provider.

Criteria:

- The member's PCP refers the member to an in-network care provider for a second opinion. Providers will forward a copy of all relevant records to the second opinion care provider before the appointment. The care provider giving the second opinion will then forward his or her report to the member's PCP and treating care provider, if different. The member may help the PCP select the care provider.

- If an in-network provider is not available, UnitedHealthcare Community Plan will arrange for a consultation with a non-participating provider. The participating provider should contact UnitedHealthcare Community Plan at **866-815-5334**.
- Once the second opinion has been given, the member and the PCP discuss information from both evaluations.
- If follow-up care is recommended, the member meets with the PCP before receiving treatment.

## Services not covered by UnitedHealthcare Community Plan

The following services are not included in the UnitedHealthcare Community Plan program:

- Any health care not given by a doctor from our list (except emergency treatment)
- Any care covered by Medicaid but not through managed care:
  - Prescription drugs.
  - Long-term care services in a nursing home.
  - Nursing facility services.
  - Intermediate care facilities for members with mental handicap.
  - Home- and community-based waiver services.
  - Dental services, except for those performed in an outpatient setting. UnitedHealthcare Community Plan covers the facility and anesthesia services when deemed medical necessary. Prior authorization is required.
  - Residential inpatient hospice services.
- Phones and TVs used when in the hospital.
- Personal comfort items used in the hospital such as a barber.
- Contact lenses, unless used to treat eye disease.
- Sunglasses and photo-gray lenses.
- Ambulances, unless medically necessary.
- Infertility services.

## Services requiring prior authorization



For a list of services that require prior authorization, go to [UHCprovider.com/MOcommunityplan](https://UHCprovider.com/MOcommunityplan) > [Prior Authorization and Notification](#).

### Direct access services – Native Americans

Native Americans seeking tribal clinic or Indian Health hospital services do not require prior authorization.

### Seek prior authorization within the following time frames

- **Emergency or Urgent Facility Admission:** one business day.
- **Inpatient Admissions; After Ambulatory Surgery:** one business day.
- **Non-Emergency Admissions and/or Outpatient Services (except maternity):** at least 14 business days beforehand; if the admission is scheduled fewer than five business days in advance, use the scheduled admission time.

## Utilization management guidelines



Call **866-815-5334** to discuss the guidelines and utilization management.

Utilization management (UM) is based on a member's medical condition and is not influenced by monetary incentives. UnitedHealthcare Community Plan pays its in-network PCPs and specialists on a fee-for-service basis. We also pay in-network hospitals and other types of care providers in the UnitedHealthcare Community Plan network on a fee-for-service basis. The plan's UM staff works with care providers to help ensure members receive the most appropriate care in the place best suited for the needed services. Our staff encourages

appropriate use and discourages underuse. The UM staff does not receive incentives for UM decisions.

### UM appeals

UM appeals are considered medically necessary appeals. They contest UnitedHealthcare Community Plan's UM decisions. This includes such things as UnitedHealthcare Community Plan's admission, extension of stay, level of care, or other health care services determination. They do not include benefit appeals, which are appeals for non-covered services. Any member, their designee, or care provider who is dissatisfied with a UnitedHealthcare Community Plan UM decisions may file a UM appeal.



See Appeals in [Chapter 12](#) for more details.

# Chapter 5: Early, Periodic Screening, Diagnosis and Treatment (EPSDT)/Prevention

## Key contacts

Topic	Link	Phone Number
EPSDT	EPSDT schedule at <a href="https://dss.mo.gov">dss.mo.gov</a> > mhd > providers > education.	573-751-3425
Vaccines for Children	<a href="https://health.com.gov">health.com.gov</a> > living > wellness <a href="https://health.com.gov">health.com.gov</a> > immunizations > vfc-providers	573-751-6124



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

The **Early and Periodic Screening, Diagnostic and Treatment (EPSDT)** benefit provides comprehensive and preventive health care services for children younger than age 21 who are enrolled in Medicaid.

Follow the EPSDT schedule for all eligible UnitedHealthcare Community Plan members to age 21, including pregnant women. EPSDT screening includes immunizations, hearing, vision, speech screening and nutritional assessments; dental screening; and growth and development tracking.

For complete details about diagnoses codes as well as full and partial screening, examination, and immunization requirements, go to the EPSDT schedule.



To find the Healthy Child Forms, go to: [dss.mo.gov](https://dss.mo.gov) > mhd > providers.

Find details on how to fill out the Healthy Child form at: [manuals.momed.com](https://manuals.momed.com) > [forms > HCY Screening > Guide > Instructions](#).

## Childhood lead poisoning prevention services

Childhood lead poisoning prevention services may include screening, diagnosis, treatment and follow-up. All children enrolled in MO HealthNet Medicaid, regardless of whether coverage is funded through title XIX or XXI, are required to receive blood lead screening tests at ages 12 months and 24 months. For more information, see the CMS documents Screening Young Children for Lead Poisoning and Managing Elevated Blood Lead Levels among Young Children.

## Development disability services and coordination with regional centers

Developmental disabilities are severe and chronic disabilities due to a mental or physical impairment that begins before the member reaches adulthood. These disabilities include intellectual disability, cerebral palsy, epilepsy, autism, and disabling conditions related to intellectual disability or requiring similar treatment. The Department of Developmental Services (DDS) is responsible for a system of diagnosis, counseling, case management, and community support of persons with intellectual disability, cerebral palsy, epilepsy, and autism for children older than 36 months to adulthood.



**Referral** – If you determine supportive services would benefit the member, refer the member to DDS for approval and assignment of a regional center case manager who is responsible for scheduling an intake assessment. Determination of eligibility is the responsibility of the regional center Interdisciplinary Team. While the regional center does not provide overall case management for their clients, they must assure access to health, developmental, social, and educational services from birth throughout the lifespan of individual who has a developmental disability.

**Continuity of Care** – The regional center will determine the most appropriate setting for eligible HCBS services and will coordinate these services for the member in collaboration with the PCP and health plan coordinator. The care coordinator and PCP continue to provide and manage primary care and medically necessary services. If the member does not meet criteria for the program or placement is not currently available, UnitedHealthcare will continue care coordination as needed to support the member's screening, preventive, medically necessary, and therapeutic covered services.

## Full screening

Perform a full screen. Include:

- Interval history
- Unclothed physical examination
- Anticipatory guidance
- Lab/immunizations (Lab and administration of immunizations is reimbursed separately.)
- Lead assessment (Use the Lead Risk Assessment form.)
- Personal-social and language skills
- Fine motor/gross motor skills
- Hearing
- Vision
- Dental

Without all these components, you cannot bill for a full screen. You may only bill for a partial screen.

## Interperiodic screens

Interperiodic screens are medically necessary screens outside the standard schedule that do not require the full screen. Use this screen to start expanded Healthy Children and Youth Program (HCY) services. Office visits

and full or partial screenings happening on the same day by the same care provider are not covered unless medical necessity is noted in the member's record.

Interperiodic screens are often used for school and athletic physicals. A physical exam may be needed for a certificate stating a child is physically able to take part in school athletics. This also applies for other school physicals when required as conditions for educational purposes.

## Lead screening/treatment

If you find a child has a lead blood level over 10ug/dL, notify the state by fax at 573-526-6946. Children with elevated blood lead levels will be offered enrollment in a care coordination program.

## Safe/care examinations

Medicaid covers Sexual Assault Findings Examination (SAFE) and Child Abuse Resource Education (CARE) Examinations. It also covers related laboratory studies that determine sexual or physical abuse. The exam is performed by SAFE-trained providers certified by the Department of Health and Senior Services. Children enrolled in a managed health care plan receive SAFE-CARE services through MO Medicaid on a fee-for-service basis. Information on SAFE-CARE examinations is located at [dss.mo.gov](http://dss.mo.gov) > mhd > providers. Call MO Medicaid for more information.

## Targeted case management

Targeted case management (TCM) consists of case management services for specified targeted groups to access medical, social, educational, and other services provided by a regional center or local governmental health program as appropriate.

**Identification** – The five target populations include:

- Children younger than 21 at risk for medical compromise
- Medically fragile individuals
- Individuals in frail health, older than 18 and at risk of institutionalization
- Members in jeopardy of negative health or psychosocial outcomes
- Members infected with a communicable disease,

including tuberculosis, HIV/AIDS, etc., or who have been exposed to communicable diseases, until the risk of exposure has passed

**Referral** – Members who are eligible for TCM services are referred to a regional center or local governmental health program.

**Continuity of Care** – UnitedHealthcare Community Plan is responsible for coordinating the member’s health care with the TCM provider and for determining the medical necessity of diagnostic and treatment services recommended by the TCM provider that are covered services under the contract.

## Vaccines for children program (VFC)

The Vaccines for Children program provides immunizations. Immunizations offered in the state VFC program must be ordered by your office. We do not reimburse for the vaccine ordered by the VFC Program, but we reimburse for administering the vaccine.

Vaccine administration fees are reimbursable when submitted with an appropriate CPT and modifier code. We cannot reimburse for private stock vaccines when they are available through VFC.



Contact [VFC](#) if you have questions.

Any child through 18 years of age who meets at least one of the following criteria is eligible for the VFC Program:

- Eligible for Medicaid.
- American Indian or Alaska Native, as defined by the Indian Health Services Act.
- Uninsured.
- Underinsured. (These children have health insurance, but the benefit plan does not cover immunizations. Children in this category may not only receive vaccinations from a FQHC or RHC. They cannot receive vaccinations from a private health care provider using a VFC-supplied vaccine.)

# Chapter 6: Value-Added Services

## Key contacts

Topic	Link	Phone Number
Provider Services	<a href="http://UHCprovider.com">UHCprovider.com</a>	866-815-5334
Healthy First Steps Rewards	<a href="http://uhhealthyfirststeps.com">uhhealthyfirststeps.com</a>	800-599-5985
Value Added Services	<a href="http://UHCCommunityPlan.com/MO">UHCCommunityPlan.com/MO</a> View plan details	866-815-5334



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

We offer the following services to our UnitedHealthcare Community Plan members. If you have questions or need to refer a member, call Provider Services at **866-815-5334** unless otherwise noted.

## Chronic condition management

We use educational materials and newsletters to remind members to follow positive health actions such as immunizations, wellness, and EPSDT screenings. For those members with chronic conditions, we provide specific information, including recommended routine appointment frequency, necessary testing, monitoring, and self-care through our disease management (DM) program. All materials are based upon evidence-based guidelines or standards. All printed materials are written at a fifth grade reading level. They are available in English as well as other languages. The materials are designed to support members as they begin to take responsibility for their health. They provide information necessary to successfully manage their condition and live a healthy lifestyle.

Members at highest risk with conditions such as asthma, CHF, diabetes, COPD and CAD receive more intense health coaching. Resources and tools are available to support members and caregivers with conditions common to children with special health care needs and help them manage their illness.

**Identification** – The health plan uses claims data (e.g. hospital admissions, ER visits, and pharmacy claims)

to identify members with gaps in care and/or chronic conditions.

**Referral** – PCPs may make referrals to support practice-based interventions by contacting the Health Services team at **866-270-5785**.

## Early intervention program

Early Intervention promotes the development of infants and toddlers with developmental challenges and delays. It also covers certain disabling conditions. The program provides services to eligible children from birth to three years old and their families.

## Electronic breast pumps

UnitedHealthcare Community Plan members who are pregnant and planning to breastfeed are eligible to receive a hospital-grade breast pump. This benefit is limited to one pump per member per lifetime. A member may request a pump 60 days prior to delivery through 6 weeks postpartum.

To order a breast pump, fax a request with a physician’s order to Med Resources at 636-530-4577.



Learn more at [UHCprovider.com/MOcommunityplan](http://UHCprovider.com/MOcommunityplan) > [Provider Forms and References](#) > Electronic Breast Pump Form.

## Healthy First Steps Rewards

Healthy First Steps™ (HFS) Rewards is a specialized case management program designed to provide assistance to all pregnant members, those experiencing an uncomplicated pregnancy, as well as additional medical, behavioral, and social risks. The goal is improving birth outcomes and lowering NICU admissions by managing prenatal and postpartum care needs of pregnant members. Care management staff are board-certified in maternal and neonatal medicine.



Members self-enroll on a smartphone or computer. They can go to [uhhealthyfirststeps.com](https://uhhealthyfirststeps.com) and click on “Register” or call 800-599-5985.

### How It Works

Care providers and UnitedHealthcare Community Plan reach out to members to enroll them.

Members enter information about their pregnancy and upcoming appointments online. Members get reminders of upcoming appointments and record completed visits.

### How You Can Help

1. Identify UnitedHealthcare Community Plan members during prenatal visits.
2. Share the information with the member to talk about the program.
3. Encourage the member to enroll in Healthy First Steps Rewards.

## Hypoallergenic bedding

Improve asthma control and reduce allergies caused by dust or synthetic bedding. Controlling these issues can help to lower asthma-related hospitalizations and ER visits.

Hypoallergenic bedding is limited to individuals with asthma in case management. It is limited to \$150 annually per member. The program requires prior authorization and documentation stating they have severe asthma. The member’s service coordinator will decide eligibility.

## NurseLine

NurseLine is available at no cost to our members 24 hours a day, seven days a week. Members may call NurseLine to ask if they need to go to the urgent care center, the ER or to schedule an appointment with their PCP. Our nurses also help educate members about staying healthy. Call **866-351-6827** to reach a nurse.

## SUD recovery coaching

Our SUD (Substance Use Disorder) recovery coach works with members to develop coping skills. Skills include encouragement, safety and a sense of responsibility for their own recovery. This benefit also emphasizes support to those with a behavioral health diagnosis while working through SUD treatment and recovery.

Eligible members are identified through predictive modeling and claims data, a health risk assessment (HRA) or your referral. The program has no age limitation.

## Women, infants and children supplemental nutrition program (WIC)

### State funded program

The state also has programs, such as Women, Infants, and Children Supplemental Nutrition programs (WIC) to help with nutritional needs for low income families.

For more information about WIC, call 573-751-6204 or (toll-free) 800-392-8209. Or go to [health.gov/living/families/wic](https://health.gov/living/families/wic).

# Chapter 7: Mental Health and Substance Use

## Key contacts

Topic	Link	Phone Number
Behavioral Health/Provider Express	<a href="http://providerexpress.com">providerexpress.com</a>	800-888-2998
Provider Services	<a href="http://UHCprovider.com">UHCprovider.com</a>	866-815-5334



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

United Behavioral Health, operating under Optum, provides UnitedHealthcare Community Plan members with mental health and substance use disorder (SUD) benefits. The national Optum network manual generally applies to all types of business. Some sections may apply differently based on state law.

The National Optum Behavioral Health manual is located on [providerexpress.com](http://providerexpress.com).

This chapter does not replace the national Optum network manual. Rather, it supplements the national manual by focusing on Medicaid’s specific services and procedures.

You must have an NPI number to see Medicaid members and receive payment from UnitedHealthcare Community Plan.

## Covered services

UnitedHealthcare Community Plan offers covered behavioral health services for mental, emotional and substance use disorders. We offer care management to help members, clinicians, and PCPs using and offering behavioral health services. We provide information and tools for mental health and substance abuse diagnoses, symptoms, treatments, prevention and other resources in one place.

[liveandworkwell.com](http://liveandworkwell.com), accessed through a link on [myuhc.com](http://myuhc.com), includes mental health and well-being information, articles on health conditions, addictions and coping, and provides an option for members to take self-assessments on a variety of topics, read articles and locate community resources.



To request an ID number, go to the Department of Social Services website at [mmac.mo.gov](http://mmac.mo.gov) > go to the section titled “Apply to be a Medicaid Provider.”



For member resources, go to [providerexpress.com](http://providerexpress.com) > Clinical Resources > Live and Work Well (LAWW) clinician center > Mind & Body > Recovery and Resiliency. This page includes tools to help members address mental health and substance use issues.



**How to Join Our Network:** Credentialing information is available at [providerexpress.com](http://providerexpress.com) > Clinical Resources > Guidelines/Policies & Manuals > Credentialing Plans > Optum.

Benefits include:

- Crisis stabilization services (includes treatment crisis intervention).
- Inpatient psychiatric hospital (acute and sub-acute).
- Psychiatric residential treatment facility.
- Outpatient assessment and treatment:
  - Partial hospitalization

- Social detoxification
- Day treatment
- Intensive outpatient
- Medication management
- Outpatient therapy (individual, family, or group), including injectable psychotropic medications
- SUD treatment
- Psychological evaluation and testing
- Initial diagnostic interviews
- Hospital observation room services (up to 23 hours and 59 minutes in duration)
- Child-parent psychotherapy
- Multi-systemic therapy
- Functional family therapy
- Electroconvulsive therapy
- Telemental health
- Rehabilitation services
- Day treatment/intensive outpatient
- Dual-disorder residential
- Intermediate residential (SUD)
- Short-term residential
- Community support
- Psychiatric residential rehabilitation
- Secure residential rehabilitation

## Eligibility

Verify the UnitedHealthcare Community Plan member's Medicaid eligibility on day of service before treating them. View eligibility online on the Eligibility and Benefits application on the Provider Portal at [UHCprovider.com](https://UHCprovider.com).

## Authorizations

Members may access all behavioral health outpatient services (mental health and substance use) without a referral. Prior authorization may be required for more intensive services, such as intensive outpatient program; day treatment; or partial, inpatient or residential care. Help ensure prior authorizations are in place before rendering non-emergent services. Get prior authorization by going to [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth) or call **800-366-7304**.

## Collaboration with other care providers

### Coordination of care

When a member is receiving services from more than one professional, you must coordinate to deliver comprehensive, safe and effective care. This is especially true when the member:

- Is prescribed medication,
- Has coexisting medical/psychiatric symptoms, or
- Has been hospitalized for a medical or psychiatric condition.

Please talk to your patients about the benefits of sharing essential clinical information.

## Portal access

Website: [UHCprovider.com](https://UHCprovider.com)

Access the Provider Portal, the gateway to UnitedHealthcare Community Plan's online services, on this site. Use online services to verify eligibility, review electronic claim submission, view claim status, and submit notifications/ prior authorizations.

View the Prior Authorization list, find forms and access the care provider manual. Or call the Provider Services at **866-815-5334** to verify eligibility and benefit information (available 8 a.m. - 5 p.m. Central Time, Monday through Friday).

Website: [providerexpress.com](https://providerexpress.com)

Update provider practice information, review guidelines and policies, and view the national Optum Network Manual.

## Claims

Submit claims using the CMS 1500 Claim Form (v 02/12) or UB-04 form, whichever is appropriate. Use applicable coding, including ICD diagnosis code(s), CPT, Revenue and HCPCS coding. Include all necessary data to process a complete claim. Find out more about filing claims in [Chapter 11](#).

### Monitoring audits

We conduct routine care provider on-site audits. These audits focus on the physical environment, policies and procedures, and quality record documentation.

### Addressing the opioid epidemic

Combating the opioid epidemic must include prevention, treatment, recovery and harm reduction.

#### Brief summary of framework

- Prevention:
  - Prevent Opioid-Use Disorders before they occur through pharmacy management, provider practices, and education.
- Treatment:
  - Access and reduce barriers to evidence-based and integrated treatment.
- Recovery:
  - Support case management and referral to person-centered recovery resources.
- Harm Reduction:
  - Access to Naloxone and facilitating safe use, storage, and disposal of opioids.
- Strategic community relationships and approaches:
  - Tailor solutions to local needs.
- Enhanced solutions for pregnant mom and child:
  - Prevent neonatal abstinence syndrome and supporting moms in recovery.
- Enhanced data infrastructure and analytics:
  - Identify needs early and measure progress.

#### Increasing education and awareness of opioids

It is critical you are up-to-date on the cutting edge research and evidence-based clinical practice guidelines. We keep Opioid Use Disorders (OUD) related trainings and resources available on our provider portal to help ensure you have the information you need, when you need it. For example, state-specific Behavioral Health Toolkits are developed to provide

access to clinical practice guidelines, free substance use disorders/OUD assessments and screening resources, and other important state-specific resources. Additionally, Pain Management Toolkits are available and provide resources to help you identify our members who present with chronic physical pain and may also be in need of behavioral health services to address the psychological aspects of pain. Continuing education is available and includes webinars such as, “The Role of the Health Care Team in Solving the Opioid Epidemic,” and “The Fight Against the Prescription Opioid Abuse Epidemic.” While resources are available, we also work to help ensure you have the educational resources you need. For example, our Drug Utilization Review Provider Newsletter includes opioid trends, prescribing, and key resources.



Access these resources at [UHCprovider.com](https://www.uhcprovider.com). Then click “Drug Lists and Pharmacy.” Click “Resource Library” to find a list of tools and education.

#### Prescribing opioids

Go to our [Drug Lists and Pharmacy page](#) to learn more about which opioids require prior authorization and if there are prescription limits.

#### Pharmacy Lock-In

Pharmacy lock-ins minimize drug abuse. Pharmacy lock-ins identify and manage members who meet criteria indicative of potential prescription medication misuse or abuse, and specific therapeutic categories with the potential for high abuse, (e.g. narcotic analgesics, narcotic containing cough and cold preparations, sedative hypnotics, central nervous system stimulants, muscle relaxants, controlled substances). When lock-in is determined appropriate, a member is placed into a lock-in where they can only receive prescriptions from a single pharmacy for at least one year.

## Expanding medication assisted treatment (MAT) access and capacity

Evidence-based MAT treatment is central to OUD treatment. MAT takes a chronic condition approach and incorporates medication use in addition to other services, such as counseling, cognitive behavioral therapies, and recovery support, to provide a comprehensive approach to OUD. We expand MAT access and help ensure we have an adequate member MAT network.

To find a behavioral health MAT provider in Missouri:

1. Go to [UHCprovider.com](https://uhcprovider.com),
2. Select “Our Network,” then “Find a Provider”
3. Select under “Specialty Directory and Tools” the option of Optum Behavioral Health, EAP, Worklife & Mental Health Services
4. Click on “Search for a Behavioral Health Provider”
5. Click on “Missouri”
6. If needed, refine the search by selecting “Medication Assisted Treatment”

We contract with OUD Centers of Excellence (where available), which are designated as premier facilities to help ensure people with OUD stay in treatment and receive appropriate follow-up care and supports within their communities.



To find medical MAT providers, see the [MAT section](#) in [Chapter 4](#).

For more SAMHSA waiver information:

Physicians: [samhsa.gov](https://samhsa.gov)

NPs and PAs: [samhsa.gov](https://samhsa.gov)

If you have questions about MAT, call Provider Services at **877-842-3210**. Enter your TIN, then enter “0” to speak to a representative.



# Chapter 8: Member Rights and Responsibilities

## Key contacts

Topic	Link	Phone Number
Member Services	<a href="https://UHCprovider.com/mocommunityplan">UHCprovider.com/mocommunityplan</a>	866-292-0359
Member Handbook	<a href="https://UHCprovider.com/mocommunityplan">UHCprovider.com/mocommunityplan</a> > Community Plan > Member benefits	866-292-0359



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

Our Member Handbook has a section on member rights and responsibilities. In it, we ask that members treat you with respect and courtesy.

## Privacy regulations

HIPAA privacy regulations offer full federal protection to protect member health care information. These regulations control the internal and external uses and disclosures of such data. They also create member rights.

### Access to protected health information (PHI)

Members may access their medical records or billing information either through you or us. If their information is electronic, they may ask that you or we send a copy in an electronic format. They may also ask that a copy of their information be provided to a third party.

### Amendment of PHI

Our members have the right to ask that you or we change information they believe to be inaccurate or incomplete. The member request must be in writing and explain why they want the change. You or we must act on the request within 60 days, or may extend another 30 days with written notice. If denying the request, provide certain information to the member explaining the denial reason and actions the member must take.

### Accounting of disclosures

Our members have the right to request an accounting of certain disclosures of their PHI, made by you or us, during six years prior to the request. This accounting must include disclosures by business associates. It will not include disclosures made:

- For treatment, payment and health care operations purposes
- To members or pursuant to member’s authorization
- To correctional institutions or law enforcement officials
- For which federal law does not require us to give an accounting

### Right to request restrictions

Members have the right to ask you to restrict the use and disclosures of their PHI for treatment, payment and health care operations. For example, members may request to restrict disclosures to family members or to others who are involved in their care or payment. You may deny this request. If you approve restriction, document the request and restriction details. You will be required to abide by the restriction.

### Right to request confidential communications

Members have the right to request communications from you or us be sent to a separate location or other means. You must accommodate reasonable requests, especially

if the member states disclosure could endanger them. Requests for confidential communication do not require a member explanation. Keep a written copy of the request.

# Member rights and responsibilities

The following information is in the Member Handbook at the following link under the Member Information tab: [UHCprovider.com/mocommunityplan](https://UHCprovider.com/mocommunityplan).

## Native American access to care

Native American members can access care to tribal clinics and Indian hospitals without approval.

## Member rights

Members have the right to:

- Request information on advance directives.
- Be treated with respect, dignity and privacy.
- Receive courtesy and prompt treatment.
- Receive cultural assistance, including having an interpreter during appointments and procedures.
- Receive information about us, rights and responsibilities, their benefit plan and which services are not covered.
- Know the qualifications of their health care provider.
- Give their consent for treatment unless unable to do so because life or health is in immediate danger.
- Discuss any and all treatment options with you.
- Refuse treatment directly or through an advance directive.
- Be free from any restraint used as discipline, retaliation, convenience or force them to do something they do not want to do.
- Receive medically necessary services covered by their benefit plan.
- Receive information about in-network care providers and practitioners, and choose a care provider from our network.
- Change care providers at any time for any reason.
- Tell us if they are not satisfied with their treatment or with us; they can expect a prompt response.

- Tell us their opinions and concerns about services and care received.
- Register grievances or complaints concerning the health plan or the care provided.
- Appeal any payment or benefit decision we make.
- Review the medical records you keep and request changes and/or additions to any area they feel is needed.
- Receive information about their condition, understand treatment options, regardless of cost or whether such services are covered, and talk with you when making decisions about their care.
- Get a second opinion with an in-network care provider.
- Expect that care providers are not kept from advising them about health status, medical care or treatment, regardless of benefit coverage.
- Make suggestions about our member rights and responsibilities policies.
- Get more information upon request, such as on how our health plan works and a care provider's incentive plan, if they apply.

## Member responsibilities

Members should:

- Understand their benefits so they can get the most value from them.
- Show you their Medicaid member ID card.
- Prevent others from using their ID card.
- Understand their health problems and give you true and complete information.
- Ask questions about treatment.
- Work with you to set treatment goals.
- Follow the agreed-upon treatment plan.
- Get to know you before they are sick.
- Keep appointments or tell you when they cannot keep them.
- Treat your staff and our staff with respect and courtesy.
- Get any approvals needed before receiving treatment.
- Use the ER only during a serious threat to life or health.
- Notify us of any change in address or family status.
- Make sure you are in-network.

- Follow your advice and understand what may happen if they do not follow it.
- Give you and us information that could help improve their health.

Our member rights and responsibilities help uphold the quality of care and services they receive from you. The three primary member responsibilities as required by the National Committee of Quality Assurance (NCQA) are to:

- Supply information (to the extent possible) to UnitedHealthcare Community Plan and to you that is needed for you to provide care.
- Follow care to which they have agreed.
- Understand their condition and take part in developing mutually agreed-upon treatment goals, to the degree possible.

# Chapter 9: Medical Records



Looking for something?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

## Medical record charting standards

You are required to keep complete and orderly medical records in paper or electronic format, which fosters efficient and quality member care. You are subject to our periodic quality medical record review. The review could include any of the following items to determine compliance:

Topic	Contact
Confidentiality of Record	Office policies and procedures exist for: <ul style="list-style-type: none"><li>• Privacy of the member medical record.</li><li>• Initial and periodic training of office staff about medical record privacy.</li><li>• Release of information.</li><li>• Record retention.</li><li>• Availability of medical record if housed in a different office location.</li><li>• Process for notifying United Healthcare Community Plan upon becoming aware of a patient safety issue or concern.</li><li>• Coordination of care between medical and behavioral care providers.</li></ul>
Record Organization and Documentation	<ul style="list-style-type: none"><li>• Have a policy that provides medical records upon request. Urgent situations require you to provide records within 48 hours.</li><li>• Maintain medical records in a current, detailed, organized and comprehensive manner. You must help ensure privacy when storing Medical records.</li><li>• Release only to entities as designated consistent with federal requirements.</li><li>• Keep in a secure area accessible only to authorized personnel.</li></ul>

Topic	Contact
Medical Record Contents	<ul style="list-style-type: none"> <li>• Identification of the member including name, birth date, address and telephone number;</li> <li>• The date(s) the member was seen;</li> <li>• The current status of the member, including the reason for the visit;</li> <li>• Observation of pertinent physical findings;</li> <li>• Assessment and clinical impression of diagnosis;</li> <li>• Plan for care and treatment, or additional consultations or diagnostic testing, if necessary. If treatment includes medication, the physician shall include in the medical record the medication and dosage of any medication prescribed, dispensed, or administered; and</li> <li>• Any informed consent for office procedures.             <ul style="list-style-type: none"> <li>- Medical records remaining under the care, custody, and control of the physician shall be maintained by the physician, or the physician’s designee, for a minimum of seven years from the date of when the last professional service was provided.</li> <li>- Any correction, addition, or change in any medical record made more than 48 hours after the final entry is entered in the record and signed by the physician shall be clearly marked and identified as such, and the date, time, and name of the person making the correction, addition, or change shall be included, as well as the reason for the correction, addition, or change.</li> <li>- A consultative report shall be considered an adequate medical record for a radiologist, pathologist, or a consulting physician.</li> <li>- The member’s medical record is the property of the provider who generates the record. Upon the written request of a member, guardian, or legally authorized representative of a member, the health plan shall furnish a copy of the medical records of the member’s health history and treatment rendered. Such medical records shall be furnished within a reasonable time of the receipt of the written request. Each member is entitled to one free copy of his or her medical records annually. The fee for additional copies shall not exceed the actual cost of time and materials used to compile, copy, and furnish such records.</li> </ul> </li> </ul>

Topic	Contact
Procedural Elements	<p><b>Medical records are readable*</b></p> <ul style="list-style-type: none"> <li>• Sign and date all entries.</li> <li>• Member name/identification number is on each page of the record.</li> <li>• Document language or cultural needs.</li> <li>• Medical records contain demographic data that includes name, identification numbers, date of birth, gender, address, phone number(s), employer, contact information, marital status and an indication whether the member’s first language is something other than English.</li> <li>• Procedure for monitoring and handling missed appointments is in place.</li> <li>• An advance directive is in a prominent part of the current medical record for adults 18 years and older, emancipated minors and minors with children. Adults 18 years and older, emancipated minors and minors with children are given information about advance directives.</li> <li>• Include a list of significant illnesses and active medical conditions.</li> <li>• Include a list of prescribed and over-the-counter medications. Review it annually.*</li> <li>• Document the presence or absence of allergies or adverse reactions.*</li> </ul>
History	<p>An initial history (for members seen three or more times) and physical is performed. It should include:</p> <ul style="list-style-type: none"> <li>• <b>Medical and surgical history*</b></li> <li>• A family history that includes relevant medical history of parents and/or siblings</li> <li>• A social history that includes information about occupation, living situations, education, smoking, alcohol use, and/or substance abuse use/history beginning at age 11</li> <li>• Current and history of immunizations of children, adolescents and adults</li> <li>• Screenings of/for:             <ul style="list-style-type: none"> <li>- Recommended preventive health screenings/tests</li> <li>- Depression</li> <li>- High-risk behaviors such as drug, alcohol and tobacco use; if present, advise to quit</li> <li>- Medicare members for functional status assessment and pain</li> <li>- Adolescents on depression, substance abuse, tobacco use, sexual activity, exercise and nutrition and counseling as appropriate</li> </ul> </li> </ul>

Topic	Contact
Problem Evaluation and Management	<p>Documentation for each visit includes:</p> <ul style="list-style-type: none"> <li>• Appropriate vital signs (Measurement of height, weight, and BMI annually)               <ul style="list-style-type: none"> <li>- <b>Chief complaint*</b></li> <li>- <b>Physical assessment*</b></li> <li>- <b>Diagnosis*</b></li> <li>- <b>Treatment plan*</b></li> </ul> </li> <li>• Tracking and referral of age and gender appropriate preventive health services consistent with Preventive Health Guidelines.</li> <li>• Documentation of all elements of age appropriate federal Early, Periodic, Screening, Diagnosis and Treatment (EPSDT).</li> <li>• Clinical decisions and safety support tools are in place to ensure evidence based care, such as flow sheets.</li> <li>• Treatment plans are consistent with evidence-based care and with findings/diagnosis:               <ul style="list-style-type: none"> <li>- Time frame for follow-up visit as appropriate</li> <li>- Appropriate use of referrals/consults, studies, tests</li> </ul> </li> <li>• X-rays, labs consultation reports are included in the medical record with evidence of care provider review.</li> <li>• There is evidence of care provider follow-up of abnormal results.</li> <li>• Unresolved issues from a previous visit are followed up on the subsequent visit.</li> <li>• There is evidence of coordination with behavioral health care provider.</li> <li>• Education, including lifestyle counseling, is documented.</li> <li>• Member input and/or understanding of treatment plan and options is documented.</li> <li>• Copies of hospital discharge summaries, home health care reports, emergency room care, practitioner are documented.</li> </ul>

\*Critical element

### Member copies

A member or their representative is entitled to one free copy of their Medical Record. Additional copies may be available at member's cost. Medical records are generally kept for a minimum of five years unless federal requirement mandate a longer time frame (i.e., immunization and tuberculosis records required for lifetime).

## Medical record review

On an ad hoc basis, we conduct a review of our members' medical records. We expect you to achieve a passing score of 85% or better. To achieve this score, the medical records you maintain should contain an initial health assessment, including a baseline comprehensive medical history. This assessment should be completed in less than two visits, with ongoing physical assessments occurring on following visits. It should also include:

- Problem list with:
    - Biographical data with family history.
    - Past and present medical and surgical intervention.
    - Significant medical conditions with date of onset and resolution.
    - Documentation of education/counseling regarding HIV pre- and post-test, including results.
  - Entries dated and the author identified.
  - Legible entries.
  - Medication allergies and adverse reactions (or note if none are known).
  - Easily known past medical history. This should include serious illnesses, injuries and operations (for members seen three or more times). For children and adolescents (18 years or younger), this includes prenatal care, birth, operations and childhood illnesses.
  - Medication record, including names of medication, dosage, amount dispensed and dispensing instructions.
  - Immunization record.
  - Tobacco habits, alcohol use and substance abuse (12 years and older).
  - Copy of advance directive, or other document as allowed by state law, or notate member does not want one.
- History of physical examination (including subjective and objective findings).
  - Unresolved problems from previous visit(s) addressed in subsequent visits; Diagnosis and treatment plans consistent with finding.
  - Lab and other studies as appropriate.
  - Member education, counseling and/or coordination of care with other care providers.
  - Notes regarding the date of return visit or other follow-up.
  - Consultations, lab, imaging and special studies initiated by PCP to indicate review.
  - Consultation and abnormal studies including follow-up plans.

Member hospitalization records should include, as appropriate:

- History and physical
- Consultation notes
- Operative notes
- Discharge summary
- Other appropriate clinical information
- Documentation of appropriate preventive screening and services
- Documentation of behavioral health a
- sassessment (CAGE-AID, TWEAK AND PHQ-9)



# Chapter 10: Quality Management (QM) Program and Compliance Information

## Key contacts

Topic	Link	Phone Number
Credentialing	Medical: Network Management Resource Team at <a href="mailto:Networkhelp@uhc.com">Networkhelp@uhc.com</a> Chiropractic: <a href="http://myoptumhealthphysicalhealth.com">myoptumhealthphysicalhealth.com</a>	877-842-3210
Fraud, Waste and Abuse (Payment Integrity)	<a href="http://uhc.com/fraud">uhc.com/fraud</a>	800-455-4521



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

## What is the quality improvement program?

UnitedHealthcare Community Plan’s comprehensive Quality Improvement program falls under the leadership of the CEO and the chief medical officer. A copy of our Quality Improvement program is available upon request.

The program consists of:

- Identifying the scope of care and services given
- Developing clinical guidelines and service standards
- Monitoring and assessing the quality and appropriateness of services given to our members based on the guidelines
- Promoting wellness and preventive health, as well as chronic condition self-management
- Maintaining a network of providers that meets adequacy standards
- Striving for improvement of member health care and services
- Monitoring and enhance patient safety
- Tracking member and provider satisfaction and take actions as appropriate

As a participating care provider, you may offer input through representation on our Quality Improvement Committees and your provider services representative/provider advocate.

## Cooperation with quality-improvement activities

You must comply with all quality-improvement activities. These include:

- Providing requested timely medical records.
- Cooperation with quality-of-care investigations. For example, responding to questions and/or completing quality-improvement action plans.
- Participation in quality audits, such as site visits and medical record standards reviews, and taking part in the annual Healthcare Effectiveness Data and Information Set (HEDIS®) record review.
- Requested medical records at no cost (or as indicated in your Agreement with us). You may provide records during site visits or by email, or secure email.
- Practitioner appointment access and availability surveys.

We require your cooperation and compliance to:

- Allow the plan to use your performance data.
- Offer Medicaid members the same number of office hours as commercial members (or don’t restrict office hours you offer Medicaid members.)

### Care provider satisfaction

Every year, UnitedHealthcare Community Plan conducts care provider satisfaction assessments as part of our quality improvement efforts. We assess and promote your satisfaction through:

- Annual care provider satisfaction surveys.
- Regular visits.
- Town hall meetings.

Our main concern with the survey is objectivity. That's why UnitedHealthcare Community Plan engages independent market research firm Center for the Study of Services (CSS) to analyze and report findings.

Survey results are reported to our Quality Management Committee. It compares the results year over year as well as to other UnitedHealthcare Community Plan plans across the country. The survey results include key strengths and improvement areas. Additionally, we carry out improvement plans as needed.

### Clinical Practice Guidelines

UnitedHealthcare Community Plan has identified evidence-based clinical guidelines and resources to guide our quality and health management programs. We respect our network care providers. We appreciate the collaboration to promote better health, improve health outcomes and lower overall costs to offer our members. You are encouraged to visit the following website to view the guidelines, as they are an important resource to guide clinical decision-making. For more information, go to [uhcprovider.com/cpg](http://uhcprovider.com/cpg)

### Credentialing standards

UnitedHealthcare Community Plan credentials and re-credentials you according to applicable MO statutes and the National Committee of Quality Assurance (NCQA). The following items are required to begin the credentialing process:

- A completed credentialing application, including Attestation Statement
- Current medical license
- Current Drug Enforcement Administration (DEA) certificate
- Current professional liability insurance

We verify information from primary sources regarding licensure, education and training. We also verify board certification and malpractice claims history.

### Credentialing and recredentialing process

UnitedHealthcare Community Plan's credentialing and recredentialing process determines whether you are a good fit for the UnitedHealthcare Community Plan care provider network. You must go through the credentialing and recredentialing process before you may treat our members.

#### Care providers subject to credentialing and recredentialing

UnitedHealthcare Community Plan evaluates the following practitioners:

- MDs (Doctors of Medicine)
- DOs (Doctors of Osteopathy)
- DDSs (Doctors of Dental Surgery)
- DMDs (Doctors of Dental Medicine)
- DPMs (Doctors of Podiatric Surgery)
- DCs (Doctors of Chiropractic)
- CNMs (Certified Nurse Midwives)
- CRNPs (Certified Nurse Practitioners)
- Behavioral Health Clinicians (Psychologists, Clinical Social Workers, Masters Prepared Therapists)

Excluded from this process are practitioners who:

- Practice only in an inpatient setting,
- Hospitalists employed only by the facility; and/or
- NPs and PAs who practice under a credentialed UnitedHealthcare Community Plan care provider.

#### Health facilities

Facility providers such as hospitals, home health agencies, skilled nursing facilities and ambulatory surgery centers are also subject to applicable credentialing and licensure requirements. Facilities must meet the following requirements or verification:

- State and federal licensing and regulatory requirements and an NPI number.

- Have a current unrestricted license to operate.
- Have been reviewed and approved by an accrediting body.
- Have malpractice coverage/liability insurance that meets contract minimums.
- Agree to a site visit if not accredited by the Joint Commission (JC) or other recognized accrediting agency.
- Have no Medicare/Medicaid sanctions.

UnitedHealthcare Community Plan does not make credentialing and recredentialing decisions based on race, ethnic/national identity, gender, age, sexual orientation or the type of procedure or patient in which the practitioner specializes.

The National Credentialing Center (NCC) completes these reviews. Find applications on the Council for Affordable Quality Healthcare (CAQH) website.

United Healthcare Community Plan complies with applicable federal requirements with respect to home health agencies, as amended.



Go to [UHCprovider.com/join](https://uhcprovider.com/join) to submit a participation request.



For chiropractic credentialing, call **800-873-4575** or go to [myoptumhealthphysicalhealth.com](https://myoptumhealthphysicalhealth.com).

Submit the following supporting documents to CAQH after completing the application:

- Curriculum vitae
- Medical license
- DEA certificate
- Malpractice insurance coverage
- IRS W-9 Form

## Peer review

### Credentialing process

A peer review committee reviews all credentialing applications and makes a final decision. The decisions may not be appealed if they relate to mandatory criteria

at the time of credentialing. We will notify you of the decision in writing within 60 calendar days of the review.

### Recredentialing process

UnitedHealthcare Community Plan recredentials practitioners every three years. This process helps assure you update time-limited documentation and identify legal and health status changes. We also verify that you follow UnitedHealthcare Community Plan's guidelines, processes and care provider performance standards. You are notified before your next credentialing cycle to complete your application on the CAQH website. Not responding to our request for recredentialing information results in administrative termination of privileges as a UnitedHealthcare Community Plan care provider. You have three chances to answer the request before your participation privileges are terminated.

### Performance review

As part of the recredentialing process, UnitedHealthcare Community Plan looks in its Quality Management database for information about your performance. This includes member complaints and quality of care issues.

### Applicant rights and notification

You have the right to review information you submitted to support your credentialing/recredentialing application. This excludes personal or professional references or peer review protected information. You have the right to correct erroneous information you find. Submit updated information directly to your CAQH credentialing application. If the NCC finds erroneous information, a representative will contact you by phone or in writing. You must submit corrections within 30 days of notification by phone, or in writing to the number or address the NCC representative provided.

You also have the right to receive the status of your credentialing application, please email us at [swproviderservices@uhc.com](mailto:swproviderservices@uhc.com). Include your full name, NPI, Tax Identification Number (TIN) and brief description of the request. A UnitedHealthcare representative will be in touch with you within two business days from when we receive your request.

### Confidentiality

All credentialing information collected during the review process is kept confidential. It is only shared with your approval or as required by law with those involved in the credentialing process.

If you don't meet our recredentialing requirements, we will end your participation with our network. We will send you a written termination notice in compliance with applicable laws, regulations and other requirements.

## Resolving disputes

### Contract concerns

If you have a concern about your Agreement with us, send a letter to:

**UnitedHealthcare Community Plan Central Escalation Unit**  
P.O. Box 5032  
Kingston, NY, 12402-5032

A representative will work to resolve the issue with you. If you disagree with the outcome of this discussion, please follow the dispute resolution provisions of your Provider Agreement.

If your concern is about a UnitedHealthcare Community Plan procedure, such as the credentialing or Care Coordination process, we will resolve it by following the procedures in that plan. If you are still dissatisfied, please follow the dispute resolution provisions in your Provider Agreement.

If we have a concern about our Agreement with you, we will send you a letter. If the issue can't be resolved this way, please follow the dispute resolution provisions in your Provider Agreement.

If a member has authorized you in writing to appeal a clinical or coverage determination on their behalf, that appeal follows the member appeals process as outlined in the Member Handbook and [Chapter 12](#) of this manual.

## HIPAA compliance – your responsibilities

### Health Insurance Portability and Accountability Act

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 aims to improve the efficiency and effectiveness of the United States health care system. While the Act's core goals were to maintain insurance coverage for workers and fight health care fraud and abuse, its Administrative Simplification provisions have had the greatest impact on how the health care industry works. UnitedHealthcare Community Plan is a "covered entity" under these regulations. So are all health care providers who conduct business electronically.

### Transactions and code sets

If you conduct business electronically, submit claims using the standard formats adopted under HIPAA. Otherwise, submit claims using a Clearinghouse.

### Unique identifier

HIPAA also requires unique identifiers for employers, health care providers, health plans and individuals for use in standard transactions.

### National Provider Identifier

The NPI is your standard unique identifier. It is a 10-digit number with no embedded intelligence that covered entities must accept and use in standard transactions. While HIPAA only requires you to use the NPI in electronic transactions, many state agencies require it on fee-for-service claims and on encounter submissions. For this reason, UnitedHealthcare Community Plan requires the NPI on paper transactions.

The NPI number is issued by the National Plan and Provider Enumeration System (NPPES). Share it with all affected trading partners, such as care providers to whom you refer patients, billing companies and UnitedHealthcare Community Plan.

## Privacy of individually identifiable health information

The privacy regulations limit how health plans, pharmacies, hospitals and other covered entities can use members' medical information. The regulations protect medical records and other identifiable health information. This includes electronic, paper or spoken data.

They enhance consumers' rights by giving them access to their health information and controlling its inappropriate use. They also improve health care delivery by extending the privacy efforts of states and health systems to a national level.

## Security

Covered entities must meet basic security measures:

- Help ensure the confidentiality, integrity and availability of all electronic protected health information (PHI) the covered entity creates,
- Protect against any reasonably anticipated threats, uses or disclosures of information not permitted or required under the Privacy Regulations, and
- Help ensure compliance with the security regulations by the covered entity's staff.

UnitedHealthcare Community Plan expects you to comply with all HIPAA regulations.



Find additional information on HIPAA regulations at [cms.hhs.gov](https://www.cms.hhs.gov).

## Ethics and integrity

UnitedHealthcare Community Plan is dedicated to conducting business honestly and ethically with you, members, suppliers and government officials and agencies. Making sound decisions as we interact with you, other health care providers, regulators and others is necessary for our continued success and that of our business associates. It's also the right thing to do.

## Compliance program

As a segment of UnitedHealth Group, UnitedHealthcare Community Plan is governed by the UnitedHealth Group Ethics and Integrity program. The UnitedHealthcare Community Plan Compliance program incorporates the required seven elements of a compliance program as outlined by the U.S. Sentencing Guidelines:

- Oversight of the Ethics and Integrity program.
- Development and implementation of ethical standards and business conduct policies.
- Creating awareness of the standards and policies by educating employees.
- Assessing compliance by monitoring and auditing.
- Responding to allegations of violations.
- Enforcing policies and disciplining confirmed misconduct or serious neglect of duty.
- Reporting mechanisms for workers to alert management and/or the Ethics and Integrity program staff to violations of law, regulations, policies and procedures, or contractual obligations.

UnitedHealthcare Community Plan has compliance officers for each health plan. In addition, each health plan has a compliance committee consisting of senior managers from key organizational areas. The committee provides program direction and oversight.

## Reporting and auditing

Report any unethical, unlawful or inappropriate activity by a UnitedHealthcare Community Plan employee to a UnitedHealthcare Community Plan senior manager or directly to the Compliance Office.

UnitedHealthcare Community Plan's Special Investigations Unit (SIU) is an important part of the Compliance program. The SIU focuses on prevention, detection and investigation of potentially fraudulent and abusive acts committed by care providers and members. This department oversees coordination of anti-fraud activities.



To report questionable incidents involving members or care providers, call our [Fraud, Waste and Abuse line](tel:1-800-447-2121) or go to [uhc.com/fraud](https://www.uhc.com/fraud).

Please refer to the Fraud, Waste and Abuse section of this manual for additional details about the UnitedHealthcare Community Plan Fraud, Waste and Abuse program.

An important aspect of the Compliance program is assessing high-risk areas of UnitedHealthcare Community Plan operations and implementing reviews to help ensure compliance with law, regulations and policies/contracts. When informed of potentially inappropriate or fraudulent practices within the plan or by you, UnitedHealthcare Community Plan will conduct an investigation. You must cooperate with the company and government authorities. This means giving access to pertinent records (as required by your applicable Provider Agreement and this manual) as well as access to office staff. If we establish activity in violation of law or regulation, we will advise appropriate governmental authorities.

If you become the subject of a government inquiry or investigation, or a government agency requests documents relating to your operations (other than a routine request for documentation), you must provide UnitedHealthcare Community Plan with the details. You must also reveal what triggered the inquiry.

### Extrapolation audits of corporate-wide billing

UnitedHealthcare Community Plan will work with the State of MO to perform “individual and corporate extrapolation audits.” This may affect all programs supported by dual funds (state and federal funding) as well as state-funded programs, as requested by the MO Department of Health and Human Services.

### Record retention, reviews and audits

You must maintain an adequate record-keeping system for recording services, charges, dates and all other commonly accepted information for services rendered to our members. Records must be kept for at least 10 years from the close of the MO program agreement between the state and UnitedHealthcare Community Plan or another period as required by law. If records are under review, they must be retained until the audit is complete. UnitedHealthcare Community Plan and its affiliated entities (including OptumHealth) will request and obtain prior approval from you for the records under review or inspection. You agree to refund the state any overpayment disclosed by any such audit.

If any litigation, claim, negotiation, audit or other action involving the records has been started before the 10-year period ends, you agree to keep the records until one year after the resolution of all issues that come from it. The state may also perform financial, performance and other special audits on such records during business hours throughout your Provider Agreement.

To help ensure members receive quality services, you must also comply with requests for on-site reviews conducted by the state. During these reviews, the state will address your capability to meet MO program standards.

You must cooperate with the state or any of its authorized representatives, the MO Department of Health and Human Services, the Centers for Medicare & Medicaid Services, the Office of Inspector General, or any other agency prior-approved by the state, at any time during your Provider Agreement.

These entities may, at all reasonable times, enter your premises. You agree to allow access to and the right to audit, monitor and examine any relevant books, documents, papers and records to otherwise evaluate (including periodic information systems testing) your performance and charges.

We will perform reviews and audits without delaying your work. If you refuse to allow access, this will constitute a breach of your Provider Agreement.

### Delegating and subcontracting

If you delegate or subcontract any function, the delegate or subcontractor must include all requirements of your applicable Provider Agreement and this manual.

## Office site quality

UnitedHealthcare Community Plan and affiliates monitor complaints for quality of care and service (QOC) concerning participating care providers and facilities. Complaints about you or your site are recorded and investigated. We conduct appropriate follow-up to assure that members receive care in a safe, clean and accessible environment. For this reason, UnitedHealthcare Community Plan has set Clinical Site Standards for all PCP office sites to help ensure facility quality.

UnitedHealthcare Community Plan requires you and your facilities meet the following site standards:

- Clean and orderly overall appearance.
- Available handicapped parking.
- Handicapped accessible facility.
- Available adequate waiting room space
- Adequate exam room(s) for providing member care.
- Privacy in exam room(s).
- Clearly marked exits.
- Accessible fire extinguishers.
- Post file inspection record in the last year.

### Criteria for site visits

The following table outlines the criteria used to require a site visit. When the threshold is met, we conduct a site visit according to UnitedHealthcare Community Plan policy.

QOC Issue	Criteria	Threshold
Issue may pose a substantive threat to patient's safety	<ul style="list-style-type: none"> <li>Access to facility in poor repair to pose a potential risk to patients</li> <li>Needles and other sharps exposed and accessible to patients</li> <li>Drug stocks accessible to patients</li> <li>Other issues determined to pose a risk to patient safety</li> </ul>	One complaint
Issues with physical appearance, physical accessibility and adequacy of waiting and examination room space	<ul style="list-style-type: none"> <li>Access to facility in poor repair to pose a potential risk to patients</li> <li>Needles and other sharps exposed and accessible to patients</li> <li>Drug stocks accessible to patients</li> <li>Other issues determined to pose a risk to patient safety</li> </ul>	Two complaints in six months
Other	All other complaints concerning the office facilities	Three complaints in six months

# Chapter 11: Billing and Submission

## Key contacts

Topic	Link	Phone Number
Claims	<a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a>	866-815-5334
National Plan and Provider Enumeration System (NPPES)	<a href="https://nppes.cms.hhs.gov">nppes.cms.hhs.gov</a>	800-465-3203
EDI	<a href="https://UHCprovider.com/EDI">UHCprovider.com/EDI</a>	866-633-4449



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

## Our claims process



For claims, billing and payment questions, go to [UHCprovider.com](https://UHCprovider.com).

We follow the same claims process as UnitedHealthcare. See the claims process chapter of the Administrative Guide for Commercial, Medicare Advantage and DSNP on [UHCprovider.com/guides](https://UHCprovider.com/guides).

## National Provider Identifier

HIPAA requires you have a unique NPI. The NPI identifies you in all standard transactions.



If you have not applied for a NPI, contact [National Plan and Provider Enumeration System \(NPPES\)](#). Once you have an identifier, report it to UnitedHealthcare Community Plan. Call [Provider Services](#).

### Claims: From submission to payment



- |                                                                                                |                                                                                        |
|------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| <b>1</b> You submit EDI claims to a clearinghouse or paper claims to us. We scan paper claims. | <b>2</b> All claims are checked for compliance and validated.                          |
| <b>3</b> Claims are routed to the correct claims system and loaded.                            | <b>4</b> Claims with errors are manually reviewed.                                     |
| <b>5</b> Claims are processed based on edits, pricing and member benefits.                     | <b>6</b> Claims are checked, finalized and validated before sending to the state.      |
| <b>7</b> Adjustments are grouped and processed.                                                | <b>8</b> Claims information is copied into data warehouse for analytics and reporting. |
| <b>9</b> We make payments as appropriate.                                                      |                                                                                        |



**Claims reconsideration and appeals**  
If you think we processed your claim incorrectly, please see the Claims Reconsiderations, Appeals and Grievances chapter in this manual for next steps.

Your clean claims must include your NPI and federal TIN.

## General billing guidelines

We only consider reimbursing claims if you met billing and coverage requirements. Submitting a referral does not guarantee we will pay you. Payment depends on the member’s coverage on the date(s) of service, medical necessity, plan rules about limitations and exclusions, and UnitedHealthcare Community Plan policies. We don’t reimburse excessive, inappropriate or non-covered charges. To comply with applicable standards, policies and law, we may adjust previous payments for services and audit claims. We may seek reimbursement for overpayments or offset future payments as allowed by law.



## Fee schedule

Reimbursements also depend on the fee schedule and the procedure performed. Refer to your bulletins for correct coding.

## Modifier codes

Use the appropriate [modifier codes](#) on your claim form. The modifier must be used based on the date of service.

## Member ID card for billing

The member ID card has both the UnitedHealthcare Community Plan member ID and the state Document Control Number (DCN). UnitedHealthcare Community Plan prefers you bill with the member ID.

## Acceptable claim forms

UnitedHealthcare Community Plan only processes claims submitted on CMS 1500 and UB-04 claim forms.

Use the CMS 1500 form for ancillary services, ambulatory surgery centers, urgent care centers and hospital services.

Use the UB-04 form for hospital inpatient and outpatient services, dialysis services, skilled nursing homes inpatient services, long-term care facilities, hospice services and other care providers.

## Clean claims and submission requirements

Complete a CMS 1500 or UB-04 form whether you submit an electronic or a paper claim. Clean claims have:

- A health service provided by an eligible health care provider to a covered UnitedHealthcare Community Plan member.
- All the required documentation, including correct diagnosis and procedure codes.
- The correct amount claimed.

We may require additional information for some services, situations or state requirements.

**Submit any services completed by NPs or PAs who**

**are part of a collaborative agreement. Use their tax ID and NPI, and we will process the claims just like other physicians'.**

## Care provider coding

UnitedHealthcare Community Plan complies with Early and Periodic Screening, Diagnostic and Treatment (EPSDT) state standards based on claims data and chart review. Use the UnitedHealthcare ICD-10-CM Code Lookup Tool to find an ICD-9 or ICD-10 code.

## Electronic claims submission and billing

You may submit claims by electronic data interchange (EDI). EDI offers less paperwork, reduced postage, less time spent handling claims and faster turnaround.

- All claims are set up as “commercial” through the clearinghouse.
- Our payer ID is 86050.
- Clearinghouse Acknowledgment Reports and Payer-Specific Acknowledgment Reports identify claims that don't successfully transmit.
- We follow CMS National Uniform Claim Committee (NUCC) and National Uniform Billing Committee (NUBC) guidelines for HCFA 1500 and UB-04 forms.



For more information, see [EDI Claims](#).

## EDI companion documents

UnitedHealthcare Community Plan's companion documents are intended to share information within Implementation Guides (IG) adopted by HIPAA. The companion documents identify the data content requested when it is electronically transmitted. UnitedHealthcare Community Plan uses companion documents to:

- Clarify data content that meets the needs of the health plan's business purposes when the IG allows multiple choices.
- Provide values the health plan will return in outbound transactions.

- Outline which situational elements the health plan requires.

The companion document provides general information and specific details pertinent to each transaction. These documents should be shared with your software vendor for any programming and field requirements.



The companion documents are located on [UHCprovider.com/edi](https://UHCprovider.com/edi) > Go to companion guides

### Clearinghouse and status reports

Software vendor reports only show the claim left your office and was either accepted or rejected. They don't confirm the claim status. Acknowledgment reports confirm the information you sent has been received. Review your reports, clearinghouse acknowledgment reports and the status reports to reduce processing delays and timely filing penalties.



For clearinghouse options, use our EDI at [UHCprovider.com](https://UHCprovider.com) > Resources > Resource Library > Electronic Data Interchange > [EDI Clearinghouse Options](#).

## e-Business Support

Call Provider Services for help with online billing, claims, Electronic Remittance Advices (ERAs), and Electronic Funds Transfers (EFTs).

For all of our claims and payment options, such as business support and EDI claims, go to Chapter 1 under Online Services.



To find more information about EDI online, go to [UHCprovider.com/EDI](https://UHCprovider.com/EDI).

## Electronic payment solution: OptumPay™

UnitedHealthcare has launched the replacement of paper checks with electronic payments and will no

longer be sending paper checks for provider payment. You will have the option of signing up for Automated Clearing House (ACH)/direct deposit, our preferred method of payment, or to receive a Virtual Card payment (Virtual Card). The only alternative to a Virtual Card is direct deposit. Both of these options allow you to get paid quickly and securely.

### Why choose ACH/direct deposit?

- Direct deposit puts payment directly into your bank account
- Easy and fast way to get paid
- Improved financial control; no paper checks or remittance information to lose or misplace
- Ability to track information on online portal

### What does this mean to you?

- If your practice/healthcare organization is still receiving paper checks, you can enroll in ACH/direct deposit for your claim payments now. If you don't elect to sign up for ACH/direct deposit, a Virtual Card will be automatically sent in place of paper checks.
- To sign up for the ACH/direct deposit option, go to [UHCprovider.com/payment](https://UHCprovider.com/payment).
- If your practice/healthcare organization is already enrolled and receiving your claim payments through ACH/direct deposit from Optum Pay™ or receiving Virtual Cards there is no action you need to take.
- If you do not enroll in ACH/direct deposit and currently receive your correspondence electronically, your remittance and Virtual Card statement will be available online through Document Library.
- Exclusions may apply in certain states or markets where paper checks will remain the primary method of payment. For more information on virtual cards and exclusions, go to [UHCprovider.com/payment](https://UHCprovider.com/payment).

All regulated entities have a Management Agreement with United HealthCare Services, Inc. (UHS), under which UHS provides a whole host of administrative services (many of which are provided to UHS by an Optum entity and then passed through to the regulated entities), including those of a financial nature. Those agreements are filed with the DOI in the regulated entity's state of domicile for approval.

## Completing the CMS 1500 claim form



Companion documents for 837 transactions are on [UHCprovider.com/EDI](https://UHCprovider.com/EDI).

Visit the [National Uniform Claim Committee](https://www.nacm.com) website to learn how to complete the CMS 1500 form.

## Completing the UB-04 form

Bill all hospital inpatient, outpatient and ER services using revenue codes and the UB-04 claim form:

- Include ICD CM diagnosis codes.
- Identify other services by the CPT/HCPCS and modifiers.

## Capitated services

### Capitated care providers

Capitation is a payment arrangement for health care providers. If you have a capitation agreement with us, we pay you a set amount for each member assigned to you per period. We pay you whether that person seeks care. In most instances, the capitated care provider is either a medical group or an Independent Practice Association (IPA). In a few instances, however, the capitated care provider may be an ancillary provider or hospital.

We use the term “medical group/IPA” interchangeably with the term “capitated care providers.” Capitation payment arrangements apply to participating physicians, health care providers, facilities and ancillary providers who are capitated for certain UnitedHealthcare Community Plan products. This applies to all benefit plans for members:

1. Who have been assigned to or who have chosen a care provider who receives a capitation payment from UnitedHealthcare Community Plan for such member, and
2. Who are covered under an applicable benefit plan insured by or receiving administrative services from UnitedHealthcare Community Plan.

Additionally, capitated care providers may be subject to any or all delegated activities. Capitated care providers should refer to their Delegation Grids within their participation agreements to determine which delegated activities the capitated providers are performing on behalf of UnitedHealthcare Community Plan.

For capitated services, include all services related to an inpatient stay on the UB-04 when a member is admitted to the hospital, they received ER treatment, observation, or other outpatient hospital services.

We deny claims submitted with service dates that don't match the itemization and medical records. This is a billing error denial.

## Form reminders

- Note the attending provider name and identifiers for the member's medical care and treatment on institutional claims for services other than non-scheduled transportation claims.
- Send the referring provider NPI and name on outpatient claims when this care provider is not the attending provider.
- Include the attending provider's NPI in the Attending Provider Name and Identifiers Fields (UB-04 FL76 or electronic equivalent) of your claims.
- Behavioral health care providers can bill using multiple site-specific NPIs.

## Subrogation and coordination of benefit

Our benefits contracts are subject to subrogation and coordination of benefits (COB) rules:

- **Subrogation:** We may recover benefits paid for a member's treatment when a third party causes the injury or illness.
- **COB:** We coordinate benefits based on the member's benefit contract and applicable regulations.

UnitedHealthcare Community Plan is the payer of last resort. Other coverage should be billed as the primary carrier. When billing UnitedHealthcare Community Plan, submit the primary payer's Explanation of Benefits or remittance advice with the claim.

## Hospital and clinic method of billing professional services

Hospital and clinics must bill for professional services bill on a CMS 1500. The servicing provider's name is placed in box 31, and the servicing provider's group NPI number is placed in box 33a.

## Global days

Global days include the billable period involving pre-operative visits, the procedure itself, and post-operative visits in which the care provider performs all necessary services. The visits must be performed by the same care provider or another care provider reporting the same TIN in either an inpatient hospital, outpatient hospital, ambulatory surgical center (ASC), or physician's office.

For reimbursement, we follow CMS guidelines and the National Physician Fee Schedule (NPFS) Relative Value File to determine global days values. To learn more about billing for global days and their values, read our global days policy on [UHCprovider.com](https://UHCprovider.com) > Resources > Plans, Policies, Protocols and Guides > For Community Plans > Reimbursement Policies for Community Plan > [Global Days Policy, Professional - Reimbursement Policy - UnitedHealthcare Community Plan](#).

## Correct coding initiative

UnitedHealthcare Community Plan performs coding edit procedures based on the Correct Coding Initiative (CCI) and other nationally recognized sources.

### Comprehensive and component codes

Comprehensive and component code combination edits apply when a code pair(s) appears to be related. These edits can be further broken down to explain the bundling rationale. Some of the most common causes for denials in this category are:

- **Separate procedures:** Only report these codes when performed independently:
- **Most extensive procedures:** You can perform some procedures with different complexities. Only report the most extensive service.

- **With/without services:** Don't report combinations where one code includes and the other excludes certain services.
- **Medical practice standards:** Services part of a larger procedure are bundled.
- **Laboratory panels:** Don't report individual components of panels or multichannel tests separately.

## Clinical laboratory improvements amendments

Submit your laboratory claims with the Clinical Laboratory Improvements Amendments (CLIA) number. In box 23 of the CMS 1500 claim form, enter the 10-digit CLIA certification number for laboratory services billed by an entity performing CLIA-covered procedures.

If you bill electronically, report the CLIA number in Loop 2300 or 2400, REF/X4,02. For more information about the CLIA number, contact the CMS CLIA Central Office at 410-786-3531 or go to the [cms.gov](https://cms.gov).

## Billing multiple units

When billing multiple units:

- If the same procedure is repeated on the same date of service, enter the procedure code once with the appropriate number of units.
- The total bill charge is the unit charge multiplied by the number of units.

## Billing guidelines for obstetrical services

Follow this reporting procedure when submitting obstetrical delivery claims. Otherwise, we will deny the claim. Go to Obstetrical Services Policy at [UHCprovider.com](https://UHCprovider.com) > Resources > Plans, Policies, Protocols and Guides > For Community Plans > [Reimbursement Guidelines](#). Type in [Obstetrical Services Policy](#).

## Billing guidelines for transplants

The Department of Health and Human Services covers

medically necessary, non-experimental transplants. UnitedHealthcare Community Plan covers the transplant evaluation and work-ups. Get prior authorization for the transplant evaluation.

Gather all required referrals and evaluations to complete the pre-transplant evaluation process once the member is a possible candidate.

## Ambulance claims (emergency)

Ambulance claims must include the point of origin, destination address, city, state, and ZIP.

## National drug code

Claims must include:

- National Drug Code (NDC) and unit of measurement for the drug billed.
- HCPCS/CPT code and units of service for the drug billed.
- Actual metric decimal quantity administered.

Submit the NDC on all claims with procedure codes for care provider-administered drugs in outpatient clinical settings. The claims must show the NDC that appears on the product. Enter the identifier N4, the 11-digit NDC code, unit/basis of measurement qualified, and metric decimal quantity administered. Include HCPCS/CPT codes.

## Medical necessity

UnitedHealthcare Community Plan only pays for medically necessary services. See Chapter 4 for more information about medical necessity.

## Place of service codes

Go to [CMS.gov](https://www.cms.gov) for Place of Service codes.

## Asking about a claim

You can ask about claims through UnitedHealthcare Community Plan Provider Services and the UnitedHealthcare Community Plan Provider Portal. To

access the portal, go to [UHCprovider.com](https://UHCprovider.com). Follow the instructions to get a user ID. You will receive your user ID and password within 48 hours.

### Provider Services

Provider Services helps resolve claims issues. Have the following information ready before you call:

- Member's ID number
- Date of service
- Procedure code
- Amount billed
- Your ID number
- Claim number

Allow Provider Services 45 days to solve your concern. Limit phone calls to five issues per call.

### UnitedHealthcare Community Plan Provider Portal

You can view your online transactions on the Provider Portal by signing in at [UHCprovider.com](https://UHCprovider.com) with your One Healthcare ID. This portal offers you with online support any time. If you are not already registered, you may do so on the website.

The Provider Portal lets you move quickly between applications and allows you to:

- Check member eligibility.
- Submit claims reconsiderations.
- Review coordination of benefits information.
- Use the integrated applications to complete multiple transactions at once.
- Reduce phone calls, paperwork.

You can even customize the screen to put these common tasks just one click away.

Find self-service training on [UHCprovider.com/training](https://UHCprovider.com/training) and Self Service Tool training at [UHCprovider.com](https://UHCprovider.com) > Resources > Resource Library > [Training](#).

Provider Portal training course is available using the [Community Care Provider Portal User Guide](#).

# Resolving claim issues



To resolve claim issues, contact [Provider Services](#), use the Provider Portal or resubmit the claim by mail.

Mail paper claims and adjustment requests to:

**UnitedHealthcare Community Plan**  
P.O. Box 5240  
Kingston, NY 12402-5240

Allow up to 30 days for UnitedHealthcare Community Plan to receive payment for initial claims and adjustment requests.

### For paper claims

Submit a screen shot from your accounting software that shows when you submitted the claim. The screen shot must show the correct:

- Member name.
- Date of service.
- Claim date submission (within the timely filing period).

### Timely filing

Timely filing issues may occur if members give the wrong insurance information when you treat them. This results in receiving:

- A denial/rejection letter from another carrier.
- Another carrier's explanation of benefits.
- A letter from another insurance carrier or employer group saying that the member either has no coverage or had their coverage terminated before the date of service.

All of the above must include documentation the claim is for the correct member and the correct date of service. A submission report alone is not considered proof of timely filing for electronic claims. They must be accompanied by an acceptance report.

The date on the other carrier's payment correspondence starts the timely filing period for submission to UnitedHealthcare Community Plan.

To be timely, you must receive the claim within the

timely filing period from the date on the other carrier's correspondence. If we receive the claim after the timely filing period, it will not meet the criteria.

If a claim is rejected, and corrections are not received within 90 days from date of service or close of business from the primary carrier, the claim is considered late billed. It will be denied timely filing.

Timely filing limits can vary based on state requirements and contracts. If you don't know your timely filing limit, refer to your Provider Agreement.

# Balance billing

Do not balance bill members if:

- The charge amount and the UnitedHealthcare Community Plan fee schedule differ.
- We deny a claim for late submission, unauthorized service or as not medically necessary.
- UnitedHealthcare Community Plan is reviewing a claim

You are able to balance bill the member for non-covered services if the member provides written consent prior to getting the service. If you have questions, please contact your provider advocate.

# Third-party resources

UnitedHealthcare Community Plan is, by law, the payer of last resort for eligible members. Therefore, you must bill and obtain an explanation of benefits (EOB) from any other insurance or health care coverage resource before billing UnitedHealthcare Community Plan, as required by contract. Refer to your Agreement for third-party claim submission deadlines. Once you bill the other carrier and receive an EOB, the claim may then be submitted to UnitedHealthcare Community Plan. Please attach a copy of the EOB to the submitted claim. The EOB must be complete to understand the paid amount or denial reason.

# Chapter 12: Claim Reconsiderations, Appeals and Grievances



Looking for something?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

There are several ways to work with us to resolve claims issues or disputes. We base these processes on state and federal regulatory requirements and your provider agreement. Non-network care providers should refer to applicable appeals and grievances laws, regulations and state Medicaid contract requirements.



For claims, billing and payment questions, go to [UHCprovider.com](https://UHCprovider.com). We no longer use fax numbers. Please use our online options or phone number.

The following grid lists the types of disputes and processes that apply:

## APPEALS AND GRIEVANCES STANDARD DEFINITIONS AND PROCESS REQUIREMENTS

SITUATION	DEFINITION	WHO MAY SUBMIT?	SUBMISSION ADDRESS	ONLINE FORM FOR FAX OR MAIL	CONTACT PHONE NUMBER/ FAX	WEBSITE (Care Providers Only) for Online Submissions	CARE PROVIDER FILING TIMEFRAME	UnitedHealthcare Community Plan RESPONSE TIMEFRAME
Care Provider Claim Resubmission	Creating a new claim. If a claim was denied and you resubmit the claim (as if it were a new claim), then you will normally receive a duplicate claim rejection on your resubmission	Care Provider	<b>UnitedHealthcare Community Plan</b> P.O. Box 5240 Kingston, NY 12402-5240	<a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a>	866-815-5334, TTY 711	Use the Claims Management or Claims on Link. Click Sign in to Link in the top right corner of <a href="https://UHCprovider.com">UHCprovider.com</a> , then click Claims,	365 days from claim denial/paid date	365 days from claim denial/paid date
Care Provider Claim Reconsideration (step 1 of claim dispute)	Overpayment, underpayment, payment denial, or an original or corrected claim determination you do not agree with.	Care Provider	<b>UnitedHealthcare Community Plan</b> P.O. Box 5240 Kingston, NY 12402-5240		866-815-5334, TTY 711	Use the Claims Management or Claims on Link. Click Sign in to Link in the top right corner of <a href="https://UHCprovider.com">UHCprovider.com</a> , then click Claims,	365 days from claim denial/paid date	365 days from claim denial/paid date

**APPEALS AND GRIEVANCES STANDARD DEFINITIONS AND PROCESS REQUIREMENTS**

SITUATION	DEFINITION	WHO MAY SUBMIT?	SUBMISSION ADDRESS	ONLINE FORM FOR FAX OR MAIL	CONTACT PHONE NUMBER/FAX	WEBSITE (Care Providers Only) for Online Submissions	CARE PROVIDER FILING TIMEFRAME	UnitedHealthcare Community Plan RESPONSE TIMEFRAME
Care Provider Claim Formal Appeal (step 2 of claim dispute)	A second review in which you did not agree with the outcome of the reconsideration.	Care Provider	<b>UnitedHealthcare Community Plan</b> Attn: Appeals and Grievances Unit P.O. Box 31364 Salt Lake City, UT 84131-0364		866-815-5334 TTY 711	Use the Claims Management or Claims on Link.  Click Sign in to Link in the top right corner of <a href="http://UHCprovider.com">UHCprovider.com</a> , then click Claims,	90 calendar days from reconsideration decision date	Acknowledge receipt: 10 business days  Resolution: 30 calendar days
Care Provider Grievance/ Complaint	A complaint expressing dissatisfaction or dispute with policy, procedure, operations or any aspect of health plan functions.	Care Provider	<b>UnitedHealthcare Community Plan</b> Attn: Appeals and Grievances Unit P.O. Box 31364 Salt Lake City, UT 84131-0364		866-815-5334 TTY 711	Use the Claims Management or Claims on Link.  Click Sign in to Link in the top right corner of <a href="http://UHCprovider.com">UHCprovider.com</a> , then click Claims,	90 days from incidence date	Acknowledge receipt: 10 business days  Resolution: 90 calendar days
Member Appeal	A request to change an adverse benefit determination that we made.	* Member  * Care provider or authorized representative (such as friend or family member) on behalf of a member with member's written consent	<b>UnitedHealthcare Community Plan</b> Attn: Appeals and Grievances Unit P.O. Box 31364 Salt Lake City, UT 84131-0364	<a href="http://UHCprovider.com/claims">UHCprovider.com/claims</a>  *AOR Consent Form on this site for member appeals	866-292-0359, TTY 711		60 calendar days	Urgent appeals – 72 hours  Standard appeals – 30 days
Member Grievance	A member's expression of dissatisfaction regarding the plan and/or care provider, including quality of care concerns.	* Member  * Care provider or authorized representative (such as friend or family member) on behalf of a member with member's written consent	<b>UnitedHealthcare Community Plan</b> Attn: Appeals and Grievances Unit P.O. Box 31364 Salt Lake City, UT 84131-0364		866-292-0359, TTY 711		N/A	30 calendar days



These definitions and process requirements are subject to modification by state contract or regulations. States may impose more stringent requirements.

UnitedHealthcare Community Plan and its in-network care providers may agree to more stringent requirements within care provider agreements than described in the standard process.

## Denial

Your claim may be denied for administrative or medical necessity reasons.

An **administrative denial** is when we didn't get notification before the service, or the notification came in too late.

Denial for **medical necessity** means the level of care billed wasn't approved as medically necessary.

If a claim is denied for these reasons, you may be able to request a claim reconsideration or file an appeal.

Other top reasons for denial include:

**Duplicate claim** – This is one of the most common reasons for denial. It means resubmitting the same claim information. This can reset the clock on the time it takes to pay a claim.

**Claim lacks information.** Basic information is missing, such as a person's date of birth; or information incorrect, such as spelling of a name. You can resubmit this type of claim with the correct information.

**Eligibility expired.** Most practices verify coverage beforehand to avoid issues, but sometimes that doesn't happen. One of the most common claim denials involving verification is when a patient's health insurance coverage has expired and the patient and practice were unaware. Also, in a lot of cases, practices may check eligibility when an appointment is made, but between the appointment being made and the actual visit, coverage can be dropped. We recommend an eligibility check again once the patient has arrived.

**Claim not covered by UnitedHealthcare Community Plan.** Another claim denial you can avoid is when procedures are not covered by us. You can easily avoid this problem by using real-time verification.

**Time limit expired.** This is when you don't send the claim in time.

## Claim correction

### What is it?

You may need to update information on a claim you've already submitted. A corrected claim replaces a previously processed or denied claim submitted in error.

### When to use:

Submit a corrected claim to fix or void one that has already processed.

### How to use:

Use the claims reconsideration application on the Provider Portal. Click Sign In in the top right corner of [UHCprovider.com](https://uhcprovider.com) using your One Healthcare ID. You may also submit the claim by mail with a claim reconsideration request form. Allow up to 30 days to receive payment for initial claims and a response.

### Mailing address:

**UnitedHealthcare Community Plan**  
P.O. Box 5240  
Kingston, NY 12402-5240

### Additional information:

When correcting or submitting late charges on 837 institutional claims, use bill type xx7: Replacement of Prior Claim. Do not submit corrected or additional information charges using bill type xx5: Late Charge Claim. To void a claim, use bill type xx8.

## Resubmitting a claim

### What is it?

When you resubmit a claim, you create a new claim in place of a rejected one. A rejected claim has not been processed due to problems detected before processing.

### When to use it:

Resubmit the claim if it was rejected. Since rejected claims have not been processed yet, there is no appeal - the claim needs to be corrected through resubmission.

### Common reasons for rejected claims:

Some of the common causes of claim rejections happen due to:

- Errors in member demographic data – name, age, date of birth, sex or address.
- Errors in care provider data.

- Wrong member insurance ID.
- No referring care provider ID or NPI number.

### How to use:

To resubmit the claim, follow the same submission instructions as a new claim. To mail your resubmission, provide all claim information to:

**UnitedHealthcare Community Plan**  
P.O. Box 5240  
Kingston, NY 12402-5240

**Warning!** If your claim was denied and you resubmit it, you will receive a duplicate claim rejection. A denied claim has been through claim processing and we determined it cannot be paid. To submit the corrected claim information, see Claim Correction and Reconsideration section of this chapter for more information.

## Claim reconsideration (step one of dispute)

### What is it?

Claim issues include overpayment, underpayment, denial, or an original or corrected claim determination you do not agree with. A claim reconsideration request is the quickest way to address your concern about whether the claim was paid correctly. When you send a reconsideration, please send additional support information.

### When to use:

Reconsiderations can be done repeatedly but should include new information each time. Submit a claim reconsideration when you think a claim has not been properly processed.

For administrative denials:

- In your reconsideration request, please ask for a medical necessity review and include all relevant medical records.

For medical necessity denials:

- In your request, please include any additional clinical information that may not have been reviewed with your original claim.
- Show how specific information in the medical record supports the medical necessity of the level of care performed – for example, inpatient instead of observation.

### How to use:

If you disagree with a claim determination, submit a claim reconsideration request electronically, by phone or mail.

**Electronically:** Use the Claim Reconsideration application on the Provider Portal. Include electronic attachments. You may also check your status using the Provider Portal.

- **Phone:** Call Provider Services at **866-815-5334** or use the number on the back of the member's ID card. The tracking number will begin with SF and be followed by 18 numbers.
- **Mail:** Submit the Claim Reconsideration Request Form to:

**UnitedHealthcare Community Plan**  
P.O. Box 5240  
Kingston, NY 12402-5240

Available at [UHCprovider.com/claims](https://UHCprovider.com/claims).

### Tips for successful claims resolution

To help process claim reconsiderations:

- Do not let claim issues grow or go unresolved.
- Call [Provider Services](#) if you can't verify a claim is on file.
- Do not resubmit validated claims on file unless submitting a corrected claim.
- File adjustment requests and claims disputes within contractual time requirements.
- If you must exceed the maximum daily frequency for a procedure, submit the medical records justifying medical necessity.
- UnitedHealthcare Community Plan is the payer of last resort. This means you must bill and get an EOB from other insurance or source of health care coverage before billing UnitedHealthcare Community Plan.
- When submitting adjustment requests, provide the same information required for a clean claim. Explain the dispute, what should have been paid and why.
- Refer to your contract for submission deadlines concerning third-party claims. Once you have billed the other carrier and received an EOB, submit the claim to UnitedHealthcare Community Plan. Attach a copy of the EOB to the submitted claim. The EOB must be complete to understand the paid amount or the denial reason.

## Valid proof of timely filing documentation (reconsideration)

### What is it?

Proof of timely filing occurs when the member gives incorrect insurance information at the time of service. It includes:

- A denial or rejection letter from another insurance carrier.
- Another insurance carrier's explanation of benefits.
- Letter from another insurance carrier or employer group indicating:
  - Coverage termination prior to the date of service of the claim
  - No coverage for the member on the date of service of the claim

A submission report is not proof of timely filing for electronic claims. It must be accompanied by an acceptance report. Timely filing denials are often upheld due to incomplete or wrong documentation submitted with a reconsideration request. You may also receive a timely filing denial when you do not submit a claim on time.

### How to use:

Submit a reconsideration request electronically by phone, or mail with the following information:

- **Electronic claims:** Include the EDI acceptance report stating we received your claim.
- **Mail reconsiderations:** Submit a screen shot from your accounting software that shows the date you submitted the claim. The screen shot must show:
  - Correct member name.
  - Correct date of service.
  - Claim submission date.

### Additional information:

Timely filing limits can vary based on state requirements and contracts. If you do not know your timely filing limit, refer to your Provider Agreement.

## Overpayment

### What is it?

An overpayment happens when we overpay a claim.

### How to use:

If you or UnitedHealthcare Community Plan finds an overpaid claim, send us the overpayment within the time specified in your contract. If your payment is not received by that time, we may apply the overpayment against future claim payments in accordance with our Agreement and applicable law.

If you prefer we recoup the funds from your next payment, call Provider Services.

If you prefer to mail a refund, send an Overpayment Return Check or the Overpayment Refund/Notification form.

Also send a letter with the check. Include the following:

- Name and contact information for the person authorized to sign checks or approve financial decisions.
- Member identification number.
- Date of service.
- Original claim number (if known).
- Date of payment.
- Amount paid.
- Amount of overpayment.
- Overpayment reason.
- Check number.

### Where to send:

Mail refunds with an Overpayment Return Check or the Overpayment Refund/Notification form to:

**UnitedHealthcare Community Plan**  
ATTN: Recovery Services  
P.O. Box 740804  
Atlanta, GA 30374-0800

Instructions and forms are on [UHCprovider.com/claims](https://www.uhcprovider.com/claims).

If you do not agree with the overpayment findings, submit a dispute within the required time frame as listed in your contract.

If you disagree with a claim adjustment or our decision not to make a claim adjustment, you can appeal. See Dispute section in this chapter.

We make claim adjustments without requesting additional information from you. You will see the adjustment on the EOB or Provider Remittance Advice (PRA). When additional information is needed, we will ask you to provide it.

Sample overpayment report

\*The information provided is sample data only for illustrative purposes.  
Please populate and return with the data relevant to your claims that have been overpaid.

Member ID	Date of Service	Original Claim #	Date of Payment	Paid Amount	Amount of Overpayment	Reason for Overpayment
11111	01/01/14	14A000000001	01/31/14	115.03	115.03	Double payment of claim
2222222	02/02/14	14A000000002	03/15/14	279.34	27.19	Contract states \$50, claim paid 77.29
3333333	03/03/14	14A000000003	04/01/14	131.41	99.81	You paid 4 units, we billed only 1
44444444	04/04/14	14A000000004	05/02/14	412.26	412.26	Member has other insurance
55555555	05/05/14	14A000000005	06/15/14	332.63	332.63	Member terminated

## Appeals (step two of dispute)

### What is it?

An appeal is a review of a reconsideration claim. It is a one-time formal review of a processed claim that was partially paid or denied.

### When to use:

If you do not agree with the outcome of the claim reconsideration decision in step one, use the claim appeal process.

### How to use:

Submit related documents with your appeal. These may include a cover letter, medical records and additional information. Send your information electronically, by mail. In your appeal, please include any supporting information not included with your reconsideration request.

- **Electronic claims:** Use the Claims Management or Claims on the Provider Portal. Click Sign In in the top right corner of [UHCprovider.com](http://UHCprovider.com), then click Claims. You may upload attachments.
- **Mail:** Send the appeal to:

**UnitedHealthcare Community Plan**  
Attn: Appeals and Grievances Unit  
P.O. Box 31364  
Salt Lake City, UT 84131-0364

For disputes regarding payment for covered services between health plan and provider, the member will not be charged for any of the disputed cost except as allowed with a private pay agreement.

### Questions about your appeal or need a status update?

Call Provider Services for questions about your appeal, or if you need a status update or assistance in the provider appeal filing process.

## State appeals and administrative hearings

**State Provider Appeal Request:** A written request asking for a state review of a care provider appeal resolution.

**State Provider Appeal Decision:** The written determination concerning a state provider appeal request.

If UnitedHealthcare Community Plan’s appeal resolution is not wholly in your favor, you may request a state provider appeal no later than 120 calendar days from UnitedHealthcare Community Plan’s appeal resolution date.

The health plan will cooperate with MO HealthNet until a state provider appeal decision is issued.

Send the MO HealthNet Provider Appeal form, along with a copy of UnitedHealthcare Community Plan's final decision, by email, fax or mail to:

**Email:** [MHD.PROVIDERAPPEAL@dss.mo.gov](mailto:MHD.PROVIDERAPPEAL@dss.mo.gov)

**Fax:** 573-526-3946

**Mail:** MO HealthNet Division  
Constituent Services Unit  
PO Box 6500  
Jefferson City, MO 65109

If you have questions about your state appeal, call the Constituent Services Unit at 573-526-4274.

MO HealthNet will send a letter acknowledging receipt of your state appeal request within 10 business days. They will send a letter with the state's appeal decision within 90 days of receiving all requested information from you.

If the state's appeal decision is in agreement with UnitedHealthcare Community Plan's appeal decision, you have the right to appeal MO HealthNet's decision to the Administrative Hearing Commission.

You must file an appeal with the Administrative Hearing Commission within the following time frames:

- 30 calendar days from the state's decision. The claim must be at least \$500.
- 90 calendar days from the state's decision for cumulative claims. The claims must total at least \$500.

## Care provider grievance/ complaint

### What is it?

Grievances are complaints related to your UnitedHealthcare Community Plan policy, procedures or payments.

### When to file:

You may file a grievance/complaint about:

- Benefits and limitations.
- Eligibility and enrollment of a member or care provider.
- Member issues or UnitedHealthcare Community Plan issues.
- Availability of health services from UnitedHealthcare Community Plan to a member.
- The delivery of health services.
- The quality of service.

### How to file:

File verbally or in writing.

- **Phone:** Call Provider Services at **866-815-5334**.
- **Mail:** Send care provider name, contact information and your grievance to:

**UnitedHealthcare Community Plan**  
Attn: Appeals and Grievances Unit  
P.O. Box 31364  
Salt Lake City, UT 84131-0364

You may only file a grievance on a member's behalf with the written consent of the member. See Member Appeals and Grievances Definitions and Procedures.

## Member appeals and grievances definitions and procedures

UnitedHealthcare Community Plan uses the CMS definitions for appeals and grievances.

### Member appeals

#### What is it?

A review by UnitedHealthcare Community Plan of an adverse benefit determination.

You, with a member's written consent, or a member may appeal when the plan:

- Reduces, suspends or ends a previously authorized service.
- Refuses, in whole or in part, a clean claim payment for services.
- Fails to provide services in a timely manner, as defined by the state or CMS.
- Doesn't act within the time frame CMS or the state requires.

Other kind of appeals include:

- **Administrative appeal:** an appeal of an adverse benefit determination based on the member's Medicaid benefit plan (e.g., the service is excluded under the plan)
- **Clinical appeal:** an appeal of a utilization review adverse benefit determination in which the adverse benefit determination is based on medical necessity or because the service requested is experimental,

investigational or unproven

- **Pre-service appeal:** a request to change a plan denial of care or a service before the member gets the care or service (e.g., appeals of pre-authorization requests)
- **Post-service appeal:** a request to change a claim denial or reduce payment for services the member already received

A member and an authorized representative (with the written consent of the member) who is not a care provider may request a continuation of benefits while the appeal is pending if that request occurs on or before the later of the following timely filing requirements:

- Within 10 calendar days of UnitedHealthcare Community Plan sending the notice of adverse benefit determination, or
- On the intended effective date of UnitedHealthcare Community Plan's proposed adverse benefit determination.

### When to use:

You may act on the member's behalf with their written consent. You may provide medical records and supporting documentation as appropriate.

### Where to send:

You or the member may call or mail the information within 60 calendar days from the date on the notice of adverse benefit determination.

**UnitedHealthcare Community Plan**  
Attn: Appeals and Grievances Unit  
P.O. Box 31364  
Salt Lake City, UT 8413-0364

Toll-free: **800-587-5187** (TTY **711**)

### How to use:

Whenever we deny a service, you must provide the member with UnitedHealthcare Community Plan appeal rights. The member has the right to:

- Receive a copy of the rule used to make the decision.
- Present evidence, and allegations of fact or law, in person and in writing.
- Review the case file before and during the appeal process. The file includes medical records and any other documents.
- Send written comments or documents considered for the appeal.

- Ask for an expedited appeal if waiting for this health service could harm the member's health.
- Ask for continuation of services during the appeal. However, the member may have to pay for the health service if it is continued or if the member should not have received the service. As the provider, you cannot ask for a continuation. Only the member may do so.

We resolve a standard appeal 30 calendar days from the day we receive it.

We resolve an expedited appeal 72 hours from when we receive it.

We may extend the response up to 14 calendar days if the following conditions apply:

1. Member requests we take longer.
2. We request additional information and explain how the delay is in the member's interest.

If submitting the appeal by mail, you must complete the Authorization of Review (AOR) form-Claim Appeal.



A copy of the AOR form is online at [UHCprovider.com](https://www.uhcprovider.com).

## Member grievance

### What is it?

A grievance is an expression of dissatisfaction about UnitedHealthcare Community Plan and/or a care provider about any matter other than an adverse benefit determination. This includes quality of care or service concerns and aspects of interpersonal relationships, such as a care provider or employee's rudeness.

### When to use:

You may act on the member's behalf with their written consent.

### Where to send:

You or the member may call or mail the information anytime to:

### Mailing address:

**UnitedHealthcare Community Plan**  
Attn: Appeals and Grievances Unit  
P.O. Box 31364  
Salt Lake City, UT 84131-0364

Toll-free: **800-587-5187** (TTY **711**)

We will send an answer no longer than 30 calendar days from when you filed the complaint/grievance or as quickly as the member's health condition requires.

### State fair hearings

#### What is it?

A state fair hearing lets members share why they think MO Medicaid services should not have been denied, reduced or terminated.

When a member's appeal with UnitedHealthcare Community Plan is not decided in their favor, they may request a state fair hearing. They may also request one if UnitedHealthcare Community Plan fails to adhere to the notice and timing requirements for filing a grievance or appeal, and the member has exhausted the health plan's internal level of appeal.

If they have been getting medical care, and UnitedHealthcare Community health plan reduces, suspends or terminates the service, members can appeal. For medical care not to stop while they appeal the decision, they must appeal within 10 days from the date the Notice of Adverse Benefit Determination was mailed. They must tell us not to stop the service while they appeal.

If, at the member's request, UnitedHealthcare Community Plan continues or reinstates the member's benefits while the appeal is pending, the benefits will be continued until one of following occurs:

- The member withdraws the appeal or request for state fair hearing.
- The member fails to request a state fair hearing and continuation of benefits within 10 calendar days after UnitedHealthcare Community Plan sends the notice of an adverse resolution to the member's appeal.
- A state fair hearing office issues a hearing decision adverse to the member.

If the adverse benefit determination is upheld, a member may be required to pay for the cost of the services furnished pending the outcome of the appeal and/or state fair hearing.

#### When to use:

Members have 120 calendar days from the date on UnitedHealthcare Community Plan's adverse appeal

determination letter.

#### How to use:

The UnitedHealthcare Community Plan member may ask for a state fair hearing by writing a letter to:

**MO HealthNet Division Stakeholders Services  
Participant Services Unit**  
P.O. Box 650  
Jefferson City, MO 65102-6500

- The member may ask UnitedHealthcare Community Plan Member Services for help writing the letter.
- The member may have someone attend with them. This may be a family member, friend, care provider or lawyer. Written consent is required.

### Processes related to reversal of our initial decision

If the member appeal or state fair hearing outcome is to not deny, limit, or delay services while the member is waiting on an appeal, then we provide the services:

1. As quickly as the member's health condition requires or
2. No later than 72 hours from the date UnitedHealthcare Community Plan receives the determination reversal.

If the state fair hearing decides UnitedHealthcare Community Plan must approve appealed services, we pay for the services as specified in the policy and/or regulation.

### Fraud, waste and abuse



Call the toll-free [Fraud, Waste and Abuse Hotline](#) to report questionable incidents involving plan members or care providers. You can also go to [uhc.com/fraud](https://uhc.com/fraud) to learn more or to report and track a concern.

UnitedHealthcare Community Plan's Anti-Fraud, Waste and Abuse Program focuses on prevention, detection and investigation of false and abusive acts committed by you and plan members. The program also helps identify, investigate and recover money UnitedHealthcare Community Plan paid for such claims. We also refer

suspected fraud, waste and abuse cases to law enforcement, regulatory and administrative agencies according to state and federal law. UnitedHealthcare Community Plan seeks to protect the ethical and financial integrity of the company and its employees, members, care providers, government programs and the public. In addition, it aims to protect member health.

UnitedHealthcare Community Plan includes applicable federal and state regulatory requirements in its Anti-Fraud, Waste and Abuse Program. We recognize state and federal health plans are vulnerable to fraud, waste and abuse. As a result, we tailor our efforts to the unique needs of its members and Medicaid, Medicare and other government partners. This means we cooperate with law enforcement and regulatory agencies in the investigation or prevention of fraud, waste and abuse.

An important aspect of the Compliance Program is reviewing our operation's high-risk areas. Then we implement reviews and audits to help ensure compliance with law, regulations and contracts. You are contractually obligated to cooperate with the company and government authorities.



Find out how we follow federal and state regulations around false claims at [UHCprovider.com/mocommunityplan](https://UHCprovider.com/mocommunityplan) > [Integrity of Claims, Reports, and Representations to the Government.](#)

The Deficit Reduction Act (DRA) has provisions reforming Medicare and Medicaid and reducing fraud within the federal health care programs. Every entity that receives at least \$5 million in annual Medicaid payments must have written policies for entity employees and contractors. They must provide detailed information about false claims, false statements and whistleblower protections under applicable federal and state fraud and abuse laws. As a participating care provider with UnitedHealthcare Community Plan, you and your staff are subject to these provisions.

This policy details our commitment to compliance with the federal and state false claims acts. It provides a detailed description of these acts and of organizational mechanisms that detect and prevent fraud, waste and abuse. It also details how whistleblowing employees are protected. UnitedHealthcare Community Plan prohibits retaliation if a report is made in good faith.

### Exclusion checks

First-tier, downstream and related entities (FDRs), must review federal (HHS-OIG and GSA) and state exclusion lists before hiring/contracting employees (including temporary workers and volunteers), the CEO, senior administrators or managers, and sub-delegates. Employees and/or contractors may not be excluded from participating in federal health care programs. FDRs must review the federal and state exclusion lists every month. For more information or access to the publicly accessible, excluded party online databases, please see the following links:

- [Health and Human Services – Office of the Inspector General OIG List of Excluded Individuals and Entities \(LEIE\)](#)
- [General Services Administration \(GSA\) System for Award Management](#) > Data Access

### What you need to do for exclusion checks

Review applicable exclusion lists and maintain a record of exclusion checks for 10 years. UnitedHealthcare Community Plan or CMS may ask for documentation to verify they were completed.



# Chapter 13: Care Provider Communications and Outreach

## Key contacts

Topic	Link	Phone Number
Provider Education	UHCprovider.com > Resources > <a href="#">Resource Library</a>	866-815-5334
News and Bulletins	UHCprovider.com > Resources > <a href="#">Network News</a>	866-815-5334
Provider Manuals	<a href="https://UHCprovider.com/guides">UHCprovider.com/guides</a>	866-815-5334



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

Connect with us on social media:   

## Communication with care providers

UnitedHealthcare is on a [multi-year effort](#) to enhance our digital delivery channels and transition paper transactions to electronic, whenever possible. Our goal is to make it easier for you to work with us and reduce the time it takes for you to perform claim and clinical activities. We may provide electronic notice of policy, protocol and payment policy changes; news and other important updates.

Accordingly, there are a number of ways clinicians, practice managers, administrative staff, facilities and hospitals can stay up to date on items of interest from UnitedHealthcare:

- [UHCprovider.com](https://UHCprovider.com): This public website is available 24/7 and does not require registration to access. You’ll find valuable resources including administrative and plan-specific policies, protocols and guides, health plans by state, regulatory and practice updates, and quality programs. We encourage you to bookmark the following frequently referenced pages for quick access:
- [UHCprovider.com/MOcommunityplan](https://UHCprovider.com/MOcommunityplan): The UnitedHealthcare Community Plan of Missouri page has state-specific resources, guidance and rules.

- **Policies and protocols:** UHCprovider.com > Resources > Plans, Policies, Protocols and Guides > [For Community Plans](#) library includes UnitedHealthcare Community Plan policies and protocols.
- **Missouri health plans:** [UHCprovider.com/MO](https://UHCprovider.com/MO) is the fastest way to review all of the health plans UnitedHealthcare offers in Missouri. To review information for another state, use the drop-down menu at UHCprovider.com/guides > [Community Plan Provider Manuals for Medicaid Plans by State](#) to select a state, then select the type of plan (commercial, Medicare Advantage, etc.), then review the specific plans offered in that market.
- **UnitedHealthcare Provider Portal:** This secure portal is accessible from [UHCprovider.com](https://UHCprovider.com). It allows you to access patient information such as eligibility and benefit information and digital ID cards. You can learn more about the portal in [Chapter 1](#) of this manual or by visiting [UHCprovider.com/portal](https://UHCprovider.com/portal). You can also access UHCprovider.com/training > [Digital Solutions](#) for many of the tools and tasks available in the portal.
- **UnitedHealthcare Network News:** Bookmark UHCprovider.com > Resources > [News](#). It’s the home for updates across our commercial, Medicare

Advantage and Community Plan (Medicaid) health plans. You'll find contractual and regulatory updates, process changes and reminders, program launches and resources to help manage your practice and care for patients. This includes the communication formerly known as the Network Bulletin.



Receive personalized Network News emails twice a month by subscribing at [cloud.provideremail.uhc.com/subscribe](https://cloud.provideremail.uhc.com/subscribe)

You'll get the latest news, policy and reimbursement updates we've posted on our news webpage. These email briefs include monthly notification of policy and protocol updates, including medical and reimbursement policy changes. They also include announcements of new programs and changes in administrative procedures. You can tailor your subscription to help ensure you only receive updates relevant to your state, specialty and point of care.

## Care provider education and training

To help ensure you are reimbursed accurately and patients have access to the care they need, we have developed a full range of training resources, including interactive self-paced courses and quick reference guides along with registration for instructor-led sessions. Topics include the digital solutions available on the UnitedHealthcare Provider Portal, plan and product overviews, clinical tools and state-specific training.

View the training resources at [UHCprovider.com/training](https://UHCprovider.com/training). Content is updated frequently and organized by categories to make it easy to find what you need.

## Email communication – required contact information

We must have a valid email address on file to send you required notifications and important information.

Submit your email address in one of the following ways:

1. Sign up for a [One Healthcare ID](#), which also gives

you access to the UnitedHealthcare Provider Portal

2. [Subscribe](#) to Network News email briefs to receive regular email updates. Need to update your information? It takes just a few minutes to manage your [email address](#) and [content preferences](#).



Already have a One Healthcare ID? To review or update your email, simply sign in to the portal. Go to "Profile & Settings," then "Account Information" to manage your email.

## Care provider office visits

Provider advocates regularly visit PCPs and specialist offices. Each advocate is assigned to a provider group to deliver face-to-face support. We do this to create program awareness, promote compliance and problem resolution.

## Care provider manual

UnitedHealthcare Community Plan publishes this manual online. It includes an overview of the program, a toll-free number for Provider Services and a list of additional care provider resources. If you do not have internet access, request a hard copy of this manual by contacting Provider Services.

## State websites and forms

Find the following forms on the state's website at [dss.mo.gov](https://dss.mo.gov):

- Sterilization Consent Form
- Informed Consent for Hysterectomies Form
- Provider Service Agreement (MC 19 Form)

# Glossary

## **AABD**

Assistance to the aged, blind and disabled

## **Abuse (by care provider)**

Care provider practices that are inconsistent with sound fiscal, business or medical practices, and result in an unnecessary cost, or in reimbursement for services not medically necessary, or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost, as defined by 42 CFR 455.2.

## **Abuse (of member)**

Intentional infliction of physical, emotional or mental harm, caused by negligent acts or omissions, unreasonable confinement, sexual abuse or sexual assault as defined by A.R.S 46-451.

## **Adverse Benefit Determination**

1. The denial or limited authorization of a requested service, including determinations based on the type or level of service, requirements for medical necessity, appropriateness, setting, or effectiveness of a covered benefit.
2. The reduction, suspension, or termination of a previously authorized service.
3. The denial, in whole or in part, of payment for a service.
4. The failure to provide services in a timely manner, as defined in the appointment standards;
5. The failure of the health plan to act within the time frames regarding the standard resolution of grievances and appeals.
6. For a member who is a resident of a rural area with only one MCO, the denial of a member's request to exercise their right, to obtain services outside the network; or
7. The denial of a member's request to dispute a financial liability, including cost sharing, copayments, premiums, deductibles, coinsurance, and other member financial liabilities.

## **Acute Inpatient Care**

Care provided to members sufficiently ill or disabled requiring:

- Constant availability of medical supervision by attending care provider or other medical staff
- Constant availability of licensed nursing personnel
- Availability of other diagnostic or therapeutic services and equipment available only in a hospital setting to help ensure proper medical management by the care provider

## **Advance Directive**

Legal papers that list a member's wishes about their end-of-life health care.

## **Ambulatory Care**

Health care services that do not involve spending the night in the hospital. Also called "outpatient care." Examples include chemotherapy and physical therapy.

## **Ambulatory Surgical Facility**

A state facility that is licensed, equipped and operated to provide surgeries and obstetrical deliveries. Members can leave the facility the same day surgery or delivery occurs.

## **Ancillary Provider Services**

Extra health services, like laboratory work and physical therapy, which a member gets in the hospital.

## **Appeal**

A member request that their health insurer or plan review an adverse benefit determination.

## **Authorization**

Approval obtained by care providers from UnitedHealthcare Community Plan for a service before the service is rendered. Used interchangeably with "preauthorization" or "prior authorization."

## **Billed Charges**

Charges you bill for rendering services to a UnitedHealthcare Community Plan member.

## **Capitation**

A prepaid, periodic payment to providers, based upon the number of assigned members made to a care provider for providing covered services for a specific period.

## **Case Manager**

The individual responsible for coordinating the overall

service plan for a member in conjunction with the member, the member's representative and the member's primary care provider (PCP).

### **Centers for Medicare & Medicaid Services (CMS)**

A federal agency within the U.S. Department of Health and Human Services that administers Medicare, Medicaid and SCHIP programs.

### **CHIP**

Children's Health Insurance Program.

### **Clean Claim**

A claim with no defect (including lack of any required substantiating documentation) or circumstance requiring special treatment that prevents timely payment.

### **CMS**

Centers for Medicare and Medicaid Services, the federal regulatory agency for these programs.

### **Contracted Health Professionals**

PCPs, specialists, medical facilities, allied health professionals and ancillary service providers under contract with UnitedHealthcare Community Plan. These care providers deliver specific covered services to members. They represent those individuals and entities used through the UnitedHealthcare Community Plan prior authorization and referral policies and procedures.

### **Coordination of Benefits (COB)**

A process of figuring out which of two or more insurance policies has the main responsibility of processing or paying a claim and how much the other policies will contribute.

### **Covered Services**

The portion of a medical, dental or vision expense that a health insurance or plan has agreed to pay for or reimburse.

### **Credentialing**

The verification of applicable licenses, certifications and experience. This process assures care provider status is extended only to professional, competent care providers who continually meet UnitedHealthcare Community Plan qualifications, standards and requirements.

### **Current Procedural Terminology (CPT) Codes**

A code assigned to a task or service a health care provider does for a member. Every medical task or service has its own CPT code. These codes are used by the insurer to know how much they need to pay the physician. CPT codes are created and published by the American Medical Association.

### **Delivery System**

The mechanism by which health care is delivered to a member. Examples include hospitals, provider offices and home health care.

### **Disallow Amount (Amt)**

Medical charges for which the network provider may not receive payment from UnitedHealthcare Community Plan and cannot bill the member. Examples are:

- The difference between billed charges and in-network rates.
- Charges for bundled or unbundled services as detected by Correct Coding Initiative edits.

### **Discharge Planning**

Screening eligible candidates for continuing care following treatment in an acute care facility. It involves care planning, scheduling, arranging and steps that move a member from one level of care to another.

### **Disenrollment**

The discontinuance of a member's eligibility to receive covered services from a contractor.

### **Dispute**

Provider claim reconsideration: Step 1 when a provider disagrees with the payment of a service, supply, or procedure.

Provider appeal: Step 2 when a provider disagrees with the payment of a service, supply, or procedure.

### **Durable Medical Equipment (DME)**

Equipment and supplies ordered by a health care provider for everyday and extended use, for medical reasons other than convenience or comfort. DME may include: oxygen equipment, wheelchairs, crutches or blood testing strips for diabetics.

### **Early Periodic Screening Diagnosis and Treatment Program (EPSDT)**

A package of services in a preventive (well child) exam covered by Medicaid as defined in SSA Section 1905 (R). Covered services include a complete health history and developmental assessment; an unclothed physical exam; immunizations; laboratory tests; health education; and screenings for vision, dental, substance abuse, mental health and hearing. They also include any medically necessary services found during the preventive exam.

### **Electronic Data Interchange (EDI)**

The electronic exchange of information between two or more organizations.

**Electronic Funds Transfer (EFT)**

The electronic exchange of funds between two or more organizations.

**Electronic Medical Record (EMR)**

An electronic version of a member's health record and the care they have received.

**Eligibility Determination**

Deciding whether an applicant meets the requirements for federal or state eligibility.

**Emergency Care**

The provision of medically necessary services required for immediate attention to review or stabilize a medical emergency.

**Encounter**

A record of health care-related services by care providers registered with Medicaid to a patient enrolled with UnitedHealthcare Community Plan on the date of service. You are required to report all service encounters to UnitedHealthcare Community Plan, including prepaid services. UnitedHealthcare Community Plan electronically reports these encounters to state Medicaid. The state audits encounter submission accuracy and timeliness on a regular basis.

**Enrollee**

Enrollee is interchangeable with the term member. Any person enrolled with an UnitedHealthcare Community Plan product as a subscriber or dependent.

**Enrollment**

The process where a person is determined eligible to receive Medicaid or Medicare benefits becomes an enrollee or member of a health plan.

**Evidence-Based Care**

An approach that helps care providers use the most current, scientifically accurate research to make decisions about members' care.

**Expedited Appeal**

An expedited review process for appeals determines that taking the time for a standard resolution could seriously jeopardize the member's life, physical or mental health, or ability to attain, maintain, or regain maximum function.

**Fee For Service (FFS)**

A method of payment to care providers on an amount-per-service basis, up to a maximum allowed by the UnitedHealthcare Community Plan fee schedule.

**FHC**

Family Health Center

**Fraud**

A crime that involves misrepresenting or concealing information to receive benefits or to make a financial profit.

**Grievance**

Unhappiness about the plan and/or care provider regarding any matter including quality of care or service concerns. Does not include adverse benefit determination (see appeals/dispute). Grievances may include, but are not limited to, the quality of care or services provided, and relationships such as rudeness of a provider or employee, or failure to respect the member's rights regardless of whether remedial action is requested. Grievance includes a member's right to dispute an extension of time proposed to make an authorization decision.

**Healthcare Effectiveness Data and Information Set (HEDIS®)**

A rating system developed by NCQA that helps health insurance companies, employers, and consumers learn about the value of their health plan(s) and how it compares to other plans.

**HIPAA**

Health Insurance Portability and Accountability Act. A federal law that provides data privacy protection and security provisions for safeguarding health information.

**Home Health Care (Home Health Services)**

Health care services and supplies provided in the home, under physician's orders. Services may be provided by nurses, therapists, social workers or other licensed health care providers. Home health care usually does not include help with non-medical tasks, such as cooking, cleaning or driving.

**In-Network Provider**

A care provider who has a written Agreement with UnitedHealthcare Community Plan to provide services to members under the terms of their Agreement.

**Medicaid**

A federal health insurance program for low-income families and children, eligible pregnant women, people with disabilities, and other adults. The federal government pays for part of Medicaid and sets guidelines for the program. States pay for part of Medicaid and have choices in how they design their program. Medicaid varies by state and may have a different name in your state.

**Medical Emergency**

An illness, injury, symptom or condition that is severe

enough (including severe pain), that if a member did not get immediate medical attention you could reasonably expect one of the following to result:

- Their health would be put in danger; or
- They would have serious problems with their bodily functions; or
- They would have serious damage to any part or organ of their body.

### **Medically Necessary**

Medically necessary health care services or supplies needed to prevent, diagnose or treat an illness, injury, condition, disease or its symptoms and that meet accepted standards of medicine.

### **Member**

An individual who is eligible and enrolled with UnitedHealthcare Community Plan and can receive services pursuant to the Agreement.

### **NPI**

National Provider Identifier. Required by CMS for all care providers who bill, prescribe or refer for health care services and is used on all electronic transactions. It is a single unique provider identifier assigned to a care provider for life that replaces all other health care provider identifiers. It does NOT replace your DEA number.

### **Out-Of-Area Care**

Care received by a UnitedHealthcare Community Plan member when they are outside of their geographic territory.

### **Preventive Health Care**

Health care emphasizing priorities for prevention, early detection and early treatment of conditions. It generally includes routine/physical examination and immunization.

### **Primary Care Provider (PCP)**

A physician, including an M.D. (Medical Doctor) or D.O. (Doctor of Osteopathic Medicine), nurse practitioner, clinical nurse specialist or physician assistant, as allowed under state law and the terms of the plan who provides, coordinates or helps members access a range of health care services.

### **Prior Authorization (Notification)**

The process where health care providers seek approval prior to rendering health care services, drugs or DME as required by UnitedHealthcare Community Plan policy.

### **Provider Group**

A partnership, association, corporation, or other group of care providers.

### **Quality Management (QM)**

A methodology that professional health personnel use to achieve desired medical standards and practices. The formal program includes activities to help improve and maintain quality service and care and involve multiple organizational components and committees.

### **Rural Health Clinic**

A clinic, located in a rural area, designated by the Department of Health as an area having either a shortage of personal health services or a shortage of primary medical care. These clinics may receive enhanced payments for services provided to enrolled members.

### **Service Area**

The geographic area served by UnitedHealthcare Community Plan, designated and approved by MO DHHS.

### **Specialist**

A care provider licensed in the state of MO and has completed a residency or fellowship focusing on a specific area of medicine or group of patients to diagnose, manage, prevent or treat certain types of symptoms and conditions. A non-physician specialist is a care provider who has special training in a specific area of health care.

### **State Fair Hearing**

When a member's appeal with UnitedHealthcare Community Plan is not decided in their favor, they may request a state fair hearing. They may also request one if UnitedHealthcare Community Plan fails to adhere to the notice and timing requirements for filing a grievance or appeal, and the member has exhausted the health plan's internal level of appeal.

### **TANF**

Temporary Assistance to Needy Families. A state program that gives cash assistance to low-income families with children.

### **Third-Party Liability (TPL)**

A company or entity other than UnitedHealthcare Community Plan liable for payment of health care services rendered to members. UnitedHealthcare Community Plan pays claims for covered benefits and pursues refunds from the third party when liability is determined.

### **Timely Filing**

When UnitedHealthcare Community Plan puts a time limit on submitting claims.

**Title XIX**

Section of Social Security Act describing the Medicaid program coverage for eligible persons.

**UnitedHealthcare Community Plan**

An affiliate of UnitedHealth Group with corporate headquarters located in Minnetonka, Minnesota. UnitedHealthcare Community Plan operates nationwide, serving aging, vulnerable and chronically ill people through Medicare, Medicaid and private-pay programs for long-term care products and programs.

**Utilization Management (UM)**

Involves coordinating how much care members get. It also determines each member's level or length of care. The goal is to help ensure members get the care they need without wasting resources.