
UnitedHealthcare Northeast Mid-Atlantic MCMS – Provider Updates November 12, 2015

Presenters: Dawn Simmons
and Shanita Young

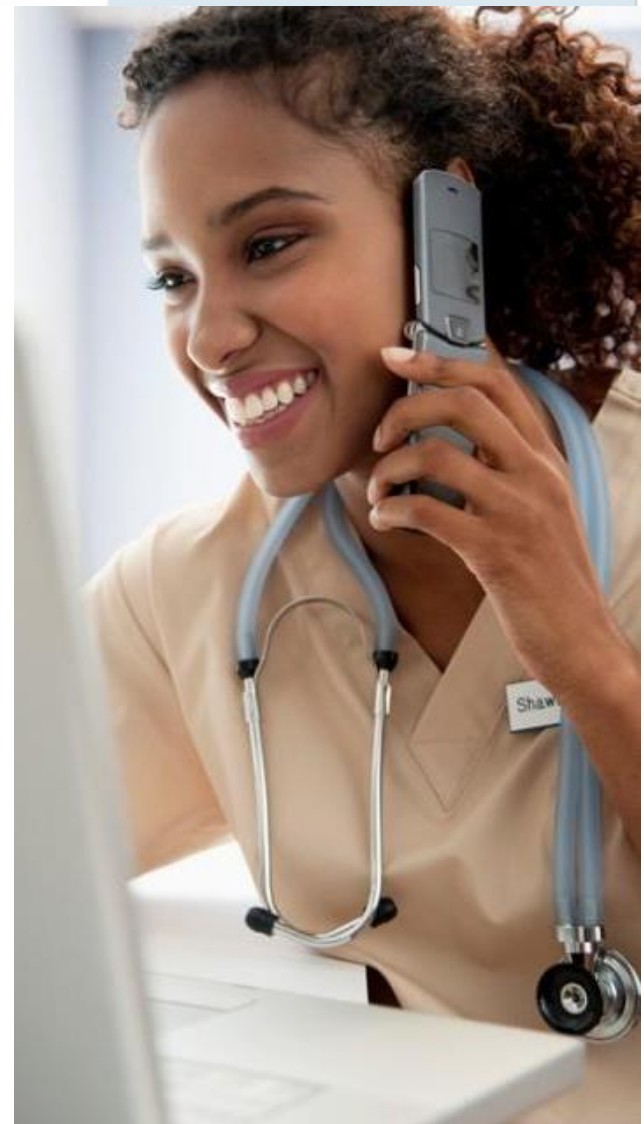


UnitedHealthcare Community Plan Quality Management and Performance



Available Resources:

- Practice-based outreach resource
- Health Educator
 - Contact our Health Education and Outreach Departments
855-817-5624
- Special Needs Coordinator
 - Brenda McQuay
410-379-3434



LINK - Log-on Assistance

There are tutorials available. If you still can't quite figure it out...

www.unitedhealthcareonline.com > Tools & Resources > Training

Please contact the **Link Support Center** at linksupport@optum.com

or

• 855-819-5909

- **Link Support Center Hours:**
 - Mon thru Fri - 6:00 AM to 10:00 PM CT
 - Sat - 6:00 AM to 6:00 PM CT
 - Sun - 9:00 AM to 6:00 PM CT
 - Exceptions: major U.S. Holidays

UnitedHealthcare Community Plan PCP Referral to Specialists



- Goals of Program
 - Increase PCP engagement with their patients and help foster collaborative partnerships between PCPs and specialists
 - Achieve improved healthcare effectiveness and data information set (HEDIS) scores and increase overall quality of care for our members
- Required as of October 15, 2015
 - If a referral is not found, the claim will be denied



UnitedHealthcare Community Plan

PCP Referral to Specialists



- Are there services that do not require a referral from the member's PCP?
 - Yes. Referrals are not required for services from:
 - Any participating network obstetrician/gynecologist
 - Routine refractive eye exam from a participating network provider
 - Behavioral Health
 - Services rendered in any emergency room or network urgent care center or convenience care clinic
 - Physician services for emergency/unscheduled admissions
 - Any services from inpatient consulting physicians
 - Podiatry
 - Radiology services
 - Laboratory services
 - Dialysis
 - Home Health services for example durable medical equipment
 - Any other services for which applicable laws and regulations do not allow us to impose a referral requirement

UnitedHealthcare Community Plan

PCP Referral to Specialists



- Who is responsible for generating referrals?
 - The member's PCP generates referrals to network specialists and coordinates their care prior to the member seeking care with any network specialist
- How does the PCP complete a specialist referral?
 - Referrals must be submitted through one of following methods:
 - Entered electronically on [UnitedHealthcareOnline.com](https://www.unitedhealthcare.com)
 - Mailed to:
 - PO Box 31365
 - Salt Lake City, UT 84131-1362
- Retroactive referrals are not accepted

UnitedHealthcare Community Plan

PCP Referral to Specialists



- Are there exceptions to the referral process?
 - There are exceptions to the general referral rules. Some referrals are for more than four visits
 - These exceptions are:
 - Allergy Consultation and Shots
 - Laboratory Services
 - Routine Eye Exam.
 - Physical Therapy, Occupational Therapy and Speech Therapy
 - Post-Operative Care
 - Radiology Services

UnitedHealthcare Community Plan

PCP Referral to Specialists



- A standing referral can be submitted by the PCP for certain medical diagnoses. The standing referral is good for up to six months for an extended number of visits.
- The standing referral process is valid for:
 - AIDS/HIV
 - Myasthenia Gravis
 - Allergies
 - Parkinson's disease
 - Cancer
 - Amyotrophic Lateral Sclerosis
 - Cystic Fibrosis
 - Seizures
 - Multiple Sclerosis
 - Epileptic seizures
 - Cerebral Palsy
 - Thrombotic Thrombocytopenia Purpura

UnitedHealthcare Community Plan PCP Referral to Specialists

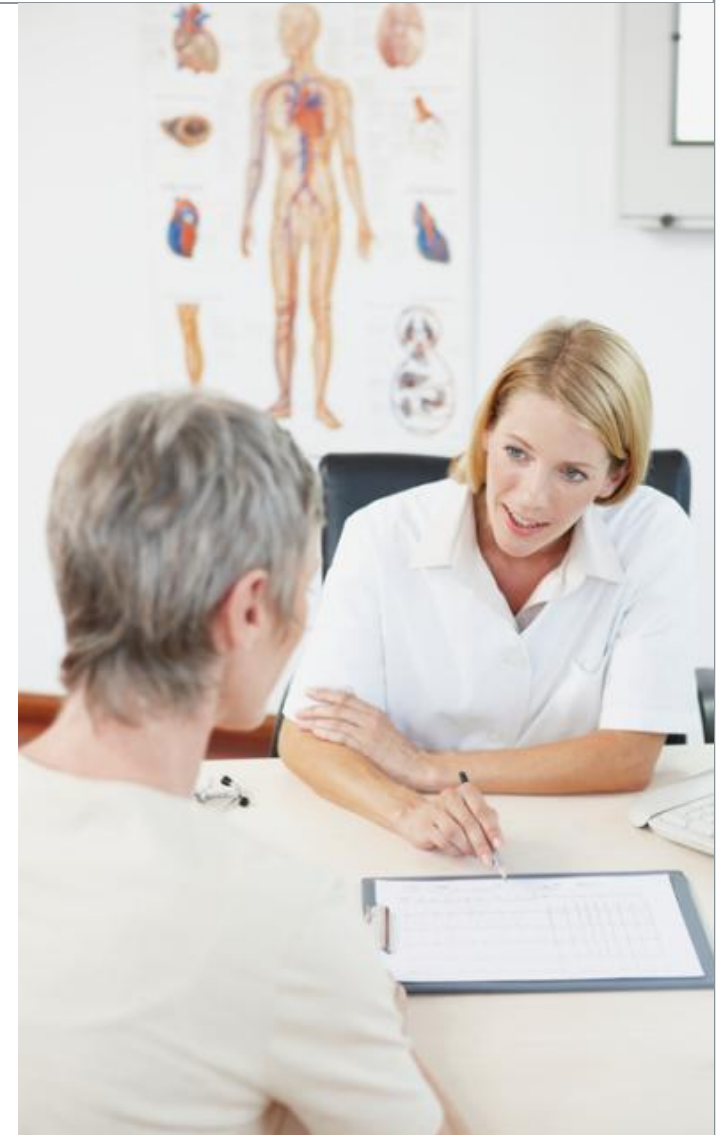


- To search for participating physicians, facilities or other health care professionals, go to UHCCommunityPlan.com > For Health Care Professionals (click on MD) > Claims and Member Information > Search for a Provider > Enter Zip Code > Select Your Plan
- To view referrals, go to UnitedHealthcareOnline.com > Notifications/Prior Authorizations > Referral Status
- Specialists are expected to confirm if a referral exists when UnitedHealthcare Community Plan members are scheduling appointments. Facilities are exempt from the new referral requirement and should continue to follow present protocols found in the provider administrative guide

**Questions?
Contact
UnitedHealthcare
support team at
877-842-3210**

Special Needs Plan (SNP) Model of Care Training

- What is a Special Needs Plan?
- Various Special Needs Plan types
 - Dual Eligible
 - Institutional
 - Institutional Equivalent
 - Chronic Condition
- Required Training
 - For UnitedHealthcare Model of Care providers and employees
 - Conducted initially and annually



ICD-10

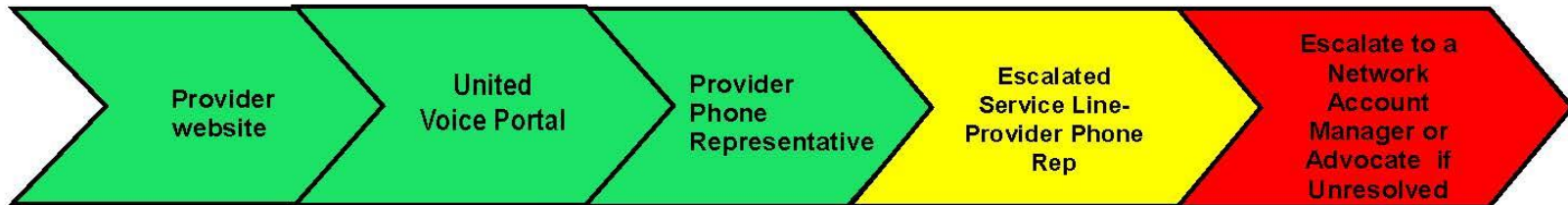
ICD-10 is here!

- Compliance date was: Oct 1, 2015
- Replacing ICD-9-CM
- UnitedHealthcare dedicated web page
 - UnitedHealthcareonline.com > [ICD-10 Regulatory Outreach](#)
 - Best practices to be posted on web
- Questions?
 - ICD10questions@uhc.com

Are you ready?

- **Web page contains education, tools and resources**
- **Code Look Up tool**

Escalated Service Model



FIRST STEP

- Submit claim reconsideration request online at www.unitedhealthcareonline.com or if you have to submit an attachment, go to UnitedHealthcareOnline.com > [Quick Links](#) > [Optum Cloud Dashboard](#)
- Or you may call the Voice Portal at **877-842-3210** for all products and be sure to **make note of the call tracking number** given at the end of the call.
- Written requests can be mailed to the claim address on the member health care ID card

SECOND STEP

- Check claim status to see if claim has been reprocessed (please allow 20 days for processing or reprocessing of claim)
- If the claim is not resolved by calling the United Voice Portal, please escalate to your local UnitedHealthcare Network Account Manager if contract related or your Provider Advocate if claim related. Please be prepared to share your tracking number.
- To find your Network Account Manager, go to the contact us section of www.unitedhealthcareonline.com.
- The Physician Advocacy Team can be reached at md_dc_de_provider_relations@uhc.com

Who's My Rep?

Baltimore County and Southern Montgomery county (as listed below)

Dawn Simmons, dawn_simmons@uhc.com, (410) 379-3435

Bethesda/Chevy Chase	Olney/Ashton
Brookville	Rockville/Potomac
Burtonsville	Sandy Spring
Kensington	Silver Spring
Langley Park	Takoma Park
Laytonsville	Wheaton

Prince George's County and Northern Montgomery County (as listed below)

Shanita Young, Shanita_young@uhc.com, (952) 406-5815

Barnesville	Gaithersburg
Beallsville	Germantown
Boyds	Hyattstown
Clarksburg	Montgomery Village
Darnestown	Poolesville
Damascus	



QUESTIONS?