Nebraska 2018
Provider Manual
Welcome

Welcome to the Community Plan provider manual. This complete and up-to-date reference PDF (manual/guide) allows you and your staff to find important information such as processing a claim and prior authorization. This manual also includes important phone numbers and websites on the How to Contact Us page. Operational policy changes and other electronic tools are ready on our website at UHCprovider.com.

Click the following links to access different manuals:

- Nebraska and other UnitedHealthcare Dual Complete® Special Needs Plans for DSNP information, tools and resources. Some states may also have Medicare Advantage information in their Community Plan manual.
- A different Community Plan manual – go to UHCprovider.com/plans.com. Select the desired state.

Easily find information in this manual using the following steps:

1. Press CTRL+F.
2. Type in the keyword.
3. Press Enter.

If available, use the binoculars icon on the top right hand side of the PDF.

If you have any questions about the information or material in this manual or about any of our policies, please call Provider Services.

We greatly appreciate your participation in our program and the care you offer our members.

Important Information about the use of this manual

In the event of a conflict between your agreement and this care provider manual, the manual controls unless the agreement dictates otherwise. In the event of 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.
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Chapter 1: Welcome

This manual is designed as a comprehensive reference for information you and your staff need to conduct transactions and care coordination with us in the quickest and most efficient manner possible. Much of this material, as well as operational policies and additional information, are available at UHCprovider.com.

Our goal is to help ensure our members have convenient access to high-quality care provided according to the most current and effective treatment protocols available. We are committed to working with and supporting you and your staff to achieve the best possible health outcomes for our members.

If you have any questions about the information or material in this manual, or about any of our policies or procedures, please contact Provider Services at 866-331-2243. The UnitedHealthcare Community Plan office is located at:

UnitedHealthcare Community Plan
2717 N 118th St., Ste. 300
Omaha, NE 68164

We greatly appreciate your participation in our Medicaid program and the care you provide to our members.

Important Information Regarding the Use of This Manual

If a conflict or inconsistency between your participation agreement and this manual, the provisions of your participation agreement will control unless otherwise stated in the agreement.

We reserve 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 operational policies change.

Communications to Care Providers

From time to time, there may be important information about policies and protocols that must be communicated to all participating care providers. These communications may be done through network bulletins or through Practice Matters provider newsletter. If the information communicated through these methods is a change to any protocol set forth in this manual, you will see the updated information in this manual upon the next care provider manual revision notification.

Network Bulletin – The network bulletin is a monthly publication posted to UHCprovider.com. The bulletin contains information and updates as well as administrative changes for all products, not just Medicaid. Articles located in the bulletin that are specific to Nebraska Medicaid providers will also be communicated through the provider newsletter called Practice Matters.

Practice Matters – Practice Matters is the provider newsletter published quarterly specific to Nebraska Medicaid products within UnitedHealthcare Community Plan of Nebraska. This newsletter includes policy changes and communicates clinical topics or reminders. Articles regarding policy or administrative updates will be included in this publication, but may also be found in the network bulletin as specified above. The Practice Matters newsletters are posted at UHCprovider.com.

About UnitedHealthcare Community Plan of Nebraska

UnitedHealthcare Community Plan of Nebraska has served Medicaid members since 1996. UnitedHealthcare Community Plan’s corporate entity is UnitedHealth Group. UnitedHealthcare Community Plan provides benefits and service to members including:

a. Families, children, and pregnant women eligible for Medicaid under Section 1931 of the Social Security Act or related coverage groups.

b. Children, adults, and related populations who are eligible for Medicaid due to blindness or disability.

c. Medicaid beneficiaries who are age 65 or older and not members of the blind/disabled population or members of the Section 1931 adult population.

d. Low-income children who are eligible to participate in Medicaid in Nebraska through Title XXI, the Children’s Health Insurance Program (CHIP).

e. Medicaid beneficiaries who are receiving foster care or subsidized adoption assistance (Title IV-E), are in foster care, or are otherwise in an out-of-home placement.

f. Medicaid beneficiaries who participate in a HCBS Waiver program. This includes adults with intellectual disabilities or related conditions; children with intellectual disabilities and their families, aged persons, and adults and children with disabilities; members receiving targeted case management through the DHHS Division of Developmental Disabilities; Traumatic Brain Injury Waiver participants; and any other group covered by the State’s 1915(c) waiver of the Social Security Act.
Chapter 1: Welcome

g. Women who are eligible for Medicaid through the Breast and Cervical Cancer Prevention and Treatment Act of 2000 (Every Woman Matters).
h. Medicaid beneficiaries for the period of retroactive eligibility, when mandatory enrollment for managed care has been determined.
i. Members eligible during a period of presumptive eligibility.

If you have any questions about the information or material in this administrative guide or about any of our policies or procedures, please contact Provider Services at 866-331-2243.

UnitedHealthcare Dual Complete (HMO SNP)

For information about UnitedHealthcare Dual Complete, please see Chapter 4 of the Physician, Health Care Professional, Facility and Ancillary Provider Administrative Guide for Commercial and Medicare Advantage Products. For state-specific information, go to UHCprovider.com > Menu > Health Plans by State.

Our Approach to Health Care

Innovative health care programs are the hallmark of UnitedHealthcare. Our personalized programs encourage the utilization of services. These programs, some of them developed with the aid of researchers and clinicians from academic medical centers, are designed to help our chronically ill members avoid hospitalizations and hospital emergency room visits – in short, to live healthy, productive lives.

The unique UnitedHealthcare Whole Person Care Model™ features direct member contact by UnitedHealthcare clinicians trained to foster an ongoing relationship between the health plan and members suffering from serious and chronic conditions. The goal is to use high quality health care and practical solutions to improve members’ health and keep them in their communities, with the resources necessary to maintain the highest possible functional status.

Designed to improve birth outcomes and reduce Neonatal Intensive Care Unit (NICU) admissions, UnitedHealthcare’s Healthy First Steps program uses an early identification to:

• Help overcome common social and psychological barriers to prenatal care;
• Increase member understanding of the importance of early prenatal care;
• Increase the mother’s self-efficacy by identifying and building a mother support system;

• Help ensure appropriate postpartum and newborn care;
• Develop the physician/member partnership and relationship before and after delivery.

In addition to the usual health plan reminders to get preventive care services, UnitedHealthcare employs its proprietary Universal Tracking Database to identify members who have fallen behind in scheduling appointments and providers who are failing to focus on preventive care and optimal treatment.

Specialty Care Managers include:

• Maternal, child health care managers and care navigators. These specialty care managers follow 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;
• Care managers/care navigators for members that have qualifying conditions.
• Care managers/care navigators for members requiring private duty nursing.
• Care managers/care navigators for specialized populations (I/DD, ABD, members participating in HCBS, members eligible to participate in Medicare and Medicaid).

Chronic Condition Management

A collaborative approach, inclusive of physical, behavioral, pharmaceutical and social determinant considerations, is used to develop, implement and monitor the provision of care coordination, disease management and case management programs for Heritage Health members.

Educational materials and newsletters are used to remind members to comply with 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) programs. All educational materials are based upon evidence-based guidelines or standards. All printed materials are written at a 6.9 grade reading level and are available in English and Spanish and other prevalent non-English languages. The materials are designed to support the physicians clinical management of members as they take responsibility for their health and provide them with the information necessary to manage their condition as successfully as possible and live a healthy life.
Members at highest risk with conditions such as asthma, Congestive Heart Failure (CHF), diabetes, Chronic Obstructive Pulmonary Disease (COPD) and Coronary Artery Disease (CAD) may receive more intense health coaching. Resources and tools are available to provide support to members and caregivers with conditions common to children with special health care needs and help them manage their illness. 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 Health Services at 877-856-6351.

Care Provider Resources

UnitedHealthcare Community Plan manages a comprehensive care provider network of independent care providers and facilities. The network includes health care professionals such as primary care providers, specialist care providers, medical facilities, allied health professionals, and ancillary service providers. UnitedHealthcare Community Plan offers several options to support care providers who require assistance.

UHCprovider.com Online Resources

All online electronic functionality such as member eligibility, claim status, claim submission and electronic remits for UnitedHealthcare Community Plan members are accessible through UHCprovider.com. If you are not registered on UHCprovider.com, you may do so directly on the website. This secure portal offers an innovative suite of online health care management tools. Use of this website is intended for approved Community Plan providers, facilities and medical administrative staff and offers the convenience of online support 24-hours-a-day, seven days-a-week. The provider portal can help you save time, improve efficiency and reduce errors caused by conventional claims submission practices.

Visiting UHCprovider.com

Our website has a wealth of resources and information available for you to use in your day-to-day interactions with UnitedHealthcare, such as billing and claims, notifications, member eligibility, payment resources and more.

UHCprovider.com:

- Patient eligibility and benefits
- Claim status
- Claim reconsiderations
- Single EOB search
- Claim submissions
- Notification/Prior authorization submission & status
- Reports
  1. PCP panel report
  2. Claim trends
  3. Provider profile
  4. EPSDT (PDF)
  5. Preventive health measures
  6. Emergency department (ED) report
- Care provider directory
- Medical policies

UHCprovider.com/NEcommunityplan

Online Resources

UHCprovider.com/NEcommunityplan offers many online resources as well for our complex provider community. Care providers can access prior authorization lists and fax form, reimbursement policies as well as bulletins, electronic data interchange forms, companion guides and pharmacy information online.

UHCprovider.com/NEcommunityplan:

- Care provider information (welcome and contact information)
- Claims and member information
- Care provider manual
- Pharmacy program
- Reimbursement policy
- Newsletters
- Bulletins
- Care provider forms
- Billing and reference guides
- Cultural practice guidelines
- Clinical practice guidelines
- Electronic data interchange (EDI)
- Authorizations and notifications
- Cultural competency library
Provider Service Center
This is the primary point of contact for care providers who require assistance. The Provider Service Center is staffed with Provider Service Representatives trained specifically for UnitedHealthcare. The Provider Service Center can assist you with questions on Medicaid benefits, eligibility, claims resolution, forms required to report specific services, billing questions, etc. and can be reached at 866-331-2243. Hours of operation are 7 a.m. – 8 p.m. Central Time (CT). The Provider Service Center works closely with all departments in UnitedHealthcare.

Network Management Department
Within UnitedHealthcare Community Plan, the Network Management Department is the point of contact if you need assistance with a contract, credentialing and in–services (i.e., training with on-line systems). The Network Management Department is staffed with network account managers who are available for visits, contracting, credentialing, and specific issues in working with UnitedHealthcare.

If you need to speak with a network contract manager at any time for assistance with credentialing status or contracting, please call Network Management at 800-284-0626.

Cultural Competency Resources
Cultural competency is at the heart of serving our members, their special health needs and their unique circumstances. Cultural sensitivity plays a vital part in realizing our goal of supporting member recovery and resiliency in ways that are meaningful and appropriate for individuals in their communities and relevant to their unique cultural experiences.

Our philosophy is to help ensure culturally competent care providers emphasize a “whole member” approach, taking into account the member’s environment, background and culture.

We are also committed to disability competency in which individuals and systems provide services effectively to people with various physical and behavioral disabilities. This includes modifications of a treatment facility, treatment environment and access. We believe care delivery includes respecting the worth of each individual and preservation of his or her personal dignity.

These considerations include:

• Compliance with American Disabilities Act (ADA) indicated through policies and procedures
• Mobility and accessibility, including wheelchair ramps and entrance access
• Accessible medical equipment and services adapted to member needs and disability (i.e., adjustable examination table)
• Community resources and assistance, including transportation

If you find you are unable to assist a member’s access needs, including counseling or referral services, contact Provider Service Center at 866-331-2243, so we can refer the member to a network care provider who is able to make the necessary accommodations for member care.
# How to Contact Us

<table>
<thead>
<tr>
<th>Service</th>
<th>Contact Information &amp; Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provider Service Center</td>
<td><strong>866-331-2243</strong>&lt;br&gt;7:00 a.m. to 8:00 p.m. CT, 6 a.m. - 7 p.m. Mountain Time (MT)</td>
</tr>
<tr>
<td>Nebraska Provider Advocate</td>
<td><strong><a href="mailto:Nebraska_PR_Team@uhc.com">Nebraska_PR_Team@uhc.com</a></strong>&lt;br&gt;To locate your provider advocate and contact information, please use <a href="http://www.UHCprovider.com/NEcommunityplan">UHCprovider.com/NEcommunityplan</a>.</td>
</tr>
<tr>
<td>Claims Hotline</td>
<td><strong>866-331-2243</strong>&lt;br&gt;P.O. Box 31365&lt;br&gt;Salt Lake City, UT 84131</td>
</tr>
<tr>
<td>Prior Authorization/Notification</td>
<td><strong>866-604-3267</strong>&lt;br&gt;Fax 866-622-1428</td>
</tr>
<tr>
<td>Whole Person Care Model (Care Management)</td>
<td><strong>877-856-6351</strong></td>
</tr>
<tr>
<td>Healthy First Steps</td>
<td><strong>877-813-3417</strong></td>
</tr>
<tr>
<td>Pharmacy Services</td>
<td><strong>Pharmacy Prior Authorization Service:</strong>&lt;br&gt;800-310-6826&lt;br&gt;Fax 866-940-7328&lt;br&gt;Monday through Friday&lt;br&gt;8 a.m. – 8 p.m. CT.&lt;br&gt;Pharmacy Benefit Manager for claims assistance:&lt;br&gt;(pharmacies call) 877-231-0131&lt;br&gt;Monday through Friday&lt;br&gt;8 a.m. – 8 p.m. CT.&lt;br&gt;Provider Services Call Center 866-331-2243&lt;br&gt;Monday through Friday 7 a.m. – 8 p.m. CT.</td>
</tr>
<tr>
<td>Fraud and Abuse</td>
<td><strong>800-455-4521 or 1-866-242-7727</strong></td>
</tr>
<tr>
<td>Dental Services</td>
<td><strong>844-353-6262 or TTY 800-833-7352</strong></td>
</tr>
<tr>
<td>Transportation</td>
<td><strong>844-531-3783 (Toll Free) 402-401-6999 (Omaha Local) TTY 402-401-6998 <a href="http://www.iridenow.com">iridenow.com</a></strong></td>
</tr>
</tbody>
</table>
| Member Services | 800-641-1902  
TTY 711 | Available 7 a.m. – 7 p.m. CT, 6 a.m. – 6 p.m. MT, Monday through Friday to assist members with their questions and help them get the care they need. |
|-----------------|-----------------|----------------------------------------------------------------------------------------------------------------------------------|
| MARCH® Vision Care Group Inc. | 844-636-2724  
marchvisioncare.com | Prior authorization is required for all routine eye exams and hardware. Authorizations must be obtained from MARCH® Vision. |

Chapter 1: Welcome
Nebraska Care Provider Quick Reference Guide

Claims Process
To help ensure prompt payment for services:

1. **Review and copy** both sides of the member’s UnitedHealthcare Community Plan ID card.

2. **Notify** Health Services of planned procedures and services on our Prior Authorization list.

3. **Prepare** a complete and accurate electronic or paper claim form. Complete a CMS 1500 (formerly HCFA) or UB-04 form.

4. **Submit** claims electronically on [UHCprovider.com](http://UHCprovider.com). Be sure to use our electronic payer ID number (87726) to submit claims to us. For more information, contact your vendor or our Electronic Data Interchange (EDI) unit at 800-210-8315.

If you do not have access to internet services, you can mail the completed claim to:

UnitedHealthcare Community Plan in Nebraska
P.O. Box 31365
Salt Lake City, UT 84131

Complete Claims
A complete claim includes the following:

- Patient’s name, date of birth, address and ID number.
- Name, signature, address and phone number of care provider performing the service, as stated in your contract document.
- National provider identifier (NPI) number.
- Care provider’s tax ID number.
- CPT-4 and HCPCS procedure codes with modifiers where appropriate.
- ICD CM diagnostic codes.
- Revenue codes (UB-04 only).
- Date of service(s), place of service(s) and number of services (units) rendered.
- Referring care provider’s name (if applicable).
- Information about other insurance coverage, including job-related, auto or accident information, if available.
- Attach operative notes for claims submitted with modifiers 22, 62, 66 or any other team surgery modifiers and CPT 99360 care provider standby.
- Attach an anesthesia report for claims submitted with 23, QS, G8 or G9 modifier.
- Attach a description of the procedure/service provided for claims submitted with unlisted medical or surgical CPT codes or experimental or reconstructive services (if applicable).
- EPSDT – correct referral indicator must be indicated. Indicators are: AV, S2, NU, ST.
- Include the exact NDC that appears on the product administered.
- Include the billing care provider taxonomy code, billing care provider NPI, rendering care provider NPI, and billing care provider nine-digit ZIP code.

IMPORTANT NOTE: You must submit claims within your timely filing limit.

How to Contact Us:

[UHCprovider.com](http://UHCprovider.com)/Link Application
Secure website to verify member eligibility, check status of claims, submit claims, claim reconsideration request, reports, provider data management.

[UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan)
This website allows you to get updated provider information that includes:
- Care provider newsletters.
- Care provider manual.
- Clinical practice guidelines.
- Care provider bulletins.
- Reimbursement policies.

Provider Services (866-331-2243)
Available from 7 a.m. – 8 p.m. CT, Monday through Friday. This is an automated system. Please have your tax ID and NPI number ready. Call Provider Services to:
- Ask questions about benefits.
- Verify member eligibility.
- Check claim status.
- Ask questions about your participation or notify us of demographic and practice changes.
- Request information regarding credentialing.

Prior Authorization Health Services – For a complete and current list of prior authorizations, go to: [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan) or call 866-604-3267. Fax prior authorization to 866-622-1428.

Care Management/Disease Management (877-856-6351)
– Private Duty Nursing call 402-445-5000 or email to NE_CareManagement@uhc.com

Nebraska Provider Advocate – When assistance is needed to answer a question or resolve an issue related to claims payment. [Nebraska PR_Team@uhc.com](mailto:Nebraska_PR_Team@uhc.com). To locate your provider advocate and contact information, please use [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan).

Healthy First Steps – OB Members
877-813-3417 or Fax 877-353-6913

Pharmacy Services
- Pharmacy Benefit Manager Help Desk 877-231-0131
- Pharmacy Prior Authorization 800-310-6826 Fax 866-940-7328
- Forms located on UHCCommunityPlan under Pharmacy Program tab.
- Pharmacy Preferred Drug List (PDL) UHCCommunityPlan.com under Pharmacy Program tab.

Member Services (800-641-1902)
7 a.m. – 7 p.m. CT, Monday – Friday. Member Services is available to assist members with any issues or concerns.
Nebraska Care Provider
Quick Reference Guide

Additional Contact Information

Mental Health and Substance Use
Prior authorization requests 866-604-3267
Claims/customer service eligibility and benefit information.
866-331-2243
Update provider practice information, review guidelines and policies and view national network manual.
877-614-0484 providerexpress.com
Appeals and grievances 866-556-8166

Non-Emergent Medical Transportation – IntelliRide
844-531-3783 (Toll Free) – 402-401-6999 (Omaha local) iridenow.com

Vision Services
MARCH® Vision - 844-636-2724 or marchvisioncare.com

Other Important Physical Health Information

Provider & Member Appeals Mailing Address United Healthcare Community Plan
P.O. Box 31364
Salt Lake City, UT 84131

Provider & Member Grievance Mailing Address
P.O. Box 31364
Salt Lake City, UT 84131

Provider Administrative Appeals: Claim Disputes United Healthcare Community Plan
Provider Claim Disputes
P.O. Box 31365
Salt Lake City, UT 84131

Care providers should call the Provider Service Center at 866-331-2243 about appeal inquiries

Claims Submission Address
UnitedHealthcare Community Plan
P.O. Box 31365
Salt Lake City, UT 84131

Notify Health Services Within the Following Time Frames:

Emergency Admission - One business day of an emergency or urgent admission

Admission After Ambulatory Surgery
One business day of an inpatient admission

Non-Emergency Care (except maternity)
At least 14 calendar days prior to non-emergent non-urgent facility admissions and/or outpatient services

Call 866-604-3267 or fax prior authorizations to 866-622-1428.

Chapter 2: Care Provider Responsibilities

General Care Provider Responsibilities

Non Discrimination
Care providers will not refuse an enrollment/assignment or disenroll a covered person or otherwise discriminate against a covered person solely on the basis of age, sex, race, color, disability, religion, national origin, type of illness or condition, except when that illness or condition can be better treated by another care provider type.

Mainstreaming of Members
To help ensure mainstreaming of Nebraska Medicaid members, the UnitedHealthcare Community Plan will take affirmative action so that members are provided covered services without regard to payer source, race, color, creed, gender, religion, age, national origin (to include those with limited English proficiency), ancestry, marital status, sexual-orientation, genetic information, or physical or must take reasonable steps to help ensure subcontractors do the same. Examples of prohibited practices include, but are not limited to, the following, in accordance with 42 CFR 438.6(f):

i. Denying or not providing a member any covered service or access to an available facility.

ii. Providing to a member any medically necessary covered service that is different, or is provided in a different manner or at a different time from that provided to other members, other public or private patients or the public at large, except where medically necessary.

iii. Subjecting a member to segregation or separate treatment in any manner related to the receipt of any covered service; or restricting a member in any way in his/her enjoyment of any advantage or privilege enjoyed by others receiving any covered service.

iv. Assigning times or places for the provision of services on the basis of the race, color, creed, religion, age, gender, national origin, ancestry, marital status, sexual orientation, income status, Medicaid membership, or physical or mental illnesses of the participants to be served.

Communication Between Care Providers and Members
The health care program requires a two-way communication between PCPs and other participating care providers to help ensure both quality and cost-effective health services are provided to UnitedHealthcare Community Plan members.

UnitedHealthcare does not prohibit or restrict a health care professional acting within the lawful scope of practice, from advising or advocating on behalf of a member for the member’s health status, medical care or treatment options including any alternative that may be self-administered or providing any information the member needs to decide among all relevant treatment options.

All provider agreements executed by UnitedHealthcare contain language which encourages you to discuss treatment options and their associated risks and benefits with members, regardless of whether the treatment is covered under the member’s benefit contract. Nothing in the UnitedHealthcare agreement is intended to interfere with the relationship between you and your patient, or with UnitedHealthcare’s ability to administer its quality improvement, utilization management or credentialing programs.

UnitedHealthcare Community Plan members and/or their representative(s) have the right to actively participate in the planning and implementation of their care. To help ensure members and/or their representative(s) are afforded this opportunity, UnitedHealthcare has developed a policy which requires you:

1. To educate patients, and/or their representative(s) regarding their health needs
2. To share findings of history and physical examinations
3. To discuss potential treatment options (without regard to plan coverage), side effects of treatment, management of symptoms
4. To recognize patients (and/or their representative) have the right to choose the final course of action among clinically acceptable choices
5. Must collaborate with the Plan Care Manager in developing a member specific Plan of Care for members enrolled in High Risk Care Management

Provide Official Notice
You must notify us at the address in your contract of the following events, in writing, within 10 calendar days of your knowledge of their occurrence:
1. Material changes in, cancellation or termination of liability insurance;
2. Bankruptcy or insolvency;
3. Any indictment, arrest or conviction for a felony or any criminal charge related to your practice or profession;
4. Any suspension, exclusion, debarment or other sanction from a state or federally funded health care program;
5. Loss or suspension of your license to practice;
6. Departure from your practice for any reason.
7. Closure of practice.

Note: You can use the physician and provider demographic change submission form for demographic changes or to update your NPI information for providers in your office. This form can be located at UHCprovider.com/NEcommunityplan.

Transition Member Care Following Termination of Your Participation
If your network participation terminates for any reason, you are required to participate in the transition of your patient toward timely and effective care. This may include providing service(s) for a reasonable time, at your contracted rate. Provider Services is available to help you and our members with the transition.

Arrange Substitute Coverage
If you are unable to provide care and are arranging for a substitute, we ask that you try to arrange for care from other care providers who participate with UnitedHealthcare.

For the most current listing of network health care professionals, review our professional directory at UHCprovider.com/NEcommunityplan.

For services to be covered under the member’s in network benefit plan, a non-network care provider or health care professional will need to apply for participation and, if accepted, sign a participation agreement.

After-Hours Care
While true emergencies and life-threatening situations require the immediate services of an emergency department, treatment after hours can be provided quickly and efficiently at an urgent care center where available, and appropriate for conditions such as infections, fever, symptoms of cold or flu. When your office is contacted by one of your patients after hours asking where to seek urgent care, please refer them to an urgent care center if you are not able to accommodate them in your schedule.

Participate in Quality Initiatives
You must cooperate with our quality assessment and improvement activities, and comply with our clinical guidelines, member safety (risk reduction) efforts, and data confidentiality procedures.

The guidelines upon which UnitedHealthcare clinical quality initiatives are based define optimal delivery of health care for particular diseases and conditions as determined by United States government agencies and professional specialty societies.

Provide Access to Your Records
You must provide access to any medical, financial or administrative records related to the services you provide to UnitedHealthcare members within 14 calendar days of our request or sooner for cases involving alleged fraud and abuse, a member grievance/appeal, or a regulatory or accreditation agency requirement. Such records must be maintained 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 will cooperate with, and be bound by, UnitedHealthcare’s and Payer’s Protocols, including protocols contained in this guide.

You may view all protocols at UHCprovider.com/NEcommunityplan.

Office Hours
You must offer office hours of operation to Medicaid members that are no less than those offered to commercial members.

Protect Confidentiality of Member Data
UnitedHealthcare members have a right to privacy and confidentiality of all records and information about their health care. We disclose confidential information only to business associates and affiliates who need that information to fulfill our obligations and to facilitate improvements to our members’ health care experience. We require our associates and business associates to protect privacy and abide by privacy law. If a member requests specific medical record information, we will refer the member to you as the holder of the medical records. You will comply with applicable regulatory requirements, including but not limited to, those relating to confidentiality of member medical information. You agree specifically to comply in all relevant respects with the applicable requirements.
of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and associated regulations, in addition to the applicable state laws and regulations. UnitedHealthcare uses member information for treatment, operations and payment. UnitedHealthcare has safeguards to prevent unintentional disclosure of protected health information (PHI). This includes passwords, screen saver, firewalls and other computer protection, along with shredding of information that includes PHI and all confidential conversations. All personnel are trained on HIPAA and confidentiality requirements.

**Follow Medical Record Standards**
Please reference Chapter 11 for specific Medical Record Standards.

**Inform Members of Advance Directives**
The federal Patient Self-determination Act (PSDA) gives individuals the legal right to make choices about their medical care in advance of incapacitating illness or injury through an advance directive.

Under the federal act, you must provide written information to members on state law about advance treatment directives, about members’ right to accept or refuse treatment, and about your own policies regarding advance directives.

To comply with this requirement, we also inform members of state laws on advance directives through our member handbooks and other communications. You can locate additional advanced directives information at: caringinfo.org.

**Resolving Disputes**
The terms and conditions of your Participation Agreement govern the dispute resolution process.

If you have a concern or complaint about your agreement with us, send a letter containing the details to the address in your contract. A representative will look into your complaint and try to resolve it through informal discussions. If you disagree with the outcome of this discussion, an arbitration proceeding may be filed as described below and in our agreement.

If your concern or complaint relates to a matter which is generally administered by certain UnitedHealthcare procedures, such as the credentialing or care management process, you will follow the appeal process as outlined in this provider manual to resolve the concern or complaint. After following those procedures, if you remain dissatisfied, an arbitration proceeding may be filed as described in your Agreement.

If we have a concern or complaint about our Agreement with you, we’ll send you a letter containing the details. If we can’t resolve the complaint through informal discussions with you, an arbitration proceeding may be filed as described in our Agreement.

Arbitration proceedings will be held at the location described in your Agreement.

If a member has authorized you to appeal a clinical or coverage determination on their behalf, that appeal will follow the process governing member appeals outlined in the member’s benefit contract or handbook.

You can locate the member’s handbook at UHCProvider.com/NEcommunityplan.

Please also reference Chapter 14 of this manual concerning information on Care Provider Claim Disputes, Appeals and Grievances.

**Role of the Primary Care Provider (PCP) and Specialists (i.e., Internal Medicine, Pediatrics, or OB/GYN) Serving in the PCP Role**

PCPs are an important partner in the delivery of care and Heritage Health members have the freedom to seek services from any participating care provider. The NE DHHS MLTC program does require members be assigned to PCPs and members are encouraged 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" that they can access to optimize their care.

The primary care provider (PCP) plays a vital role as a physician case manager in the UnitedHealthcare Community Plan system by improving health care delivery in four critical areas – access, coordination, continuity, and prevention. The PCP is responsible for the provision of 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, seven days per week coverage and backup coverage when he or she is not available.
Care provider types that can be PCPs are medical doctors (M.D.), doctors of osteopathy (DO), nurse practitioners (NPs)*, and physician assistants (PAs)* from any of the following practice areas:

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

Nurse practitioners are allowed to enroll with the state as solo care providers, but physician assistants cannot. Physician assistants must be part of a group practice.

*For services rendered by a nurse practitioner or physician assistant, the claim should be submitted under the nurse practitioner or physician assistant and not the supervising care provider. Services for durable medical equipment (DME), home health, and physical, occupational or speech therapies, all require that an M.D. or DO be the ordering care provider type. Per the state of Nebraska Department of Health and Human Services, physician assistants and nurse practitioners cannot be the ordering care provider for these types of services.

Members may change their assigned PCP by contacting Member Service 800-641-1902 at any time during the month. Customer Service is available 7 a.m. – 7 p.m. CT, Monday through Friday and 6 a.m. – 6 p.m. MT, Monday through Friday.

Members who do not select a PCP at enrollment will be offered the opportunity to select one. However, there are occasions when the UnitedHealthcare Community Plan must auto-assign a PCP to complete the enrollment process.

Females have direct access (without a referral or authorization) to any OB/GYNs, midwives, physician assistants, or nurse practitioners 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.

**Assignment to PCP Panel Roster**

Once a member has been assigned to a PCP, panel rosters can be viewed electronically on the UnitedHealthcare provider portal at UHCprovider.com/NEcommunityplan. The portal requires a unique user name and password combination to gain access.

Sign in to [UHCprovider.com](https://UHCprovider.com), Select the Link application on [UHCprovider.com](https://UHCprovider.com). From the Report Search page, Select the Report Type (PCP Panel Roster) from the pull-down menu. Complete additional fields as required. Click on the available report you want to view.

UnitedHealthcare Community Plan works with members and you to help ensure all participants understand, support, and benefit from the primary care case management system. The coverage will include availability of 24 hours, seven days per 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) which will immediately page an on-call medical professional so referrals can be made for non-emergency services or information can be given about accessing services or managing medical problems. Recorded messages are not acceptable.

**PCPs and Specialists Serving in the PCP Role (i.e., Internal Medicine, Pediatrics, or OB/GYN) Responsibilities**

In addition to the requirements applicable to all care providers, the responsibilities of the PCPs include:

- Offer access to office visits on a timely basis, for scheduling emergency, urgent care and routine care, in compliance with the standards outlined in the Appointment Availability Access Standards section of this Guide. Office hours are no less than those offered to commercial members.
- Conduct a baseline examination during the member’s first appointment.
- Treat general health care needs of members. Use nationally recognized clinical practice guidelines as a guide for treatment of important medical conditions. Such guidelines are referenced on [UHCprovider.com/NEcommunityplan](https://UHCprovider.com/NEcommunityplan).
- Consult with other appropriate health care professionals to assess and develop individualized treatment plans for members with special health care needs.
• Help ensure the integration of clinical and non-clinical disciplines and services in the overall plan of care for special needs members.

• Use any member lists supplied by the health plan identifying members who appear to be due preventive health procedures or testing.

• Be sure to timely submit all accurately coded claims or encounters.

• For questions related to member lists, practice guidelines, medical records, government quality reporting, HEDIS, etc., call Provider Services at 866-331-2243.

• Provide all well baby/well-child services.

• Screen members for behavioral health problems using the Behavioral Health Toolkit for the Health Care Professional found on our website UHCprovider.com/NEcommunityplan. File the completed screening tool in the patient’s medical record.

• Coordinate each member’s overall course of care.

• It is an expectation that providers caring for pregnant women and women with dependent children will coordinate referrals to appropriate community programs and services such as the Women, Infants, and Children Program (WIC) services program.

• Be available personally to accept UnitedHealthcare Community Plan members at your primary office location at least 20 hours a week for a one medical doctor (M.D.) practice and at least 30 hours per week for a two or more M.D. practice.

• Be available to members by telephone 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) which will immediately page an on-call medical professional so referrals can be made for non-emergency services or information can be given about accessing services or managing medical problems.

• Admit UnitedHealthcare Community Plan members to the hospital when necessary and coordinate the medical care of the member while hospitalized.

• Respect the patient’s advance directives and document in a prominent place in the medical record whether or not a member has executed an advance directive form.

• Provide covered benefits in a manner consistent with professionally recognized standards of health care and in accordance with standards established by UnitedHealthcare Community Plan.

• Document procedures for monitoring patients’ missed appointments as well as outreach attempts to reschedule missed appointments.

• Transfer medical records upon request. Copies of members’ medical records must be provided to members upon request at no charge.

• Allow timely access to UnitedHealthcare Community Plan member medical records as per contract requirements for purposes such as: medical record keeping audits, HEDIS or other quality measure reporting, and quality of care investigations. Such access does not violate HIPAA regulations.

• UnitedHealthcare requires a clean and structurally sound office that meets applicable Occupational Safety and Disabilities (ADA) standards.

• Medical residents in primary care practice: PCPs may use medical residents in primary care in all settings supervised by fully credentialed UnitedHealthcare Community Plan primary care attending care providers.

PCP Checklist

PCPs should take the following steps when providing services to UnitedHealthcare Community Plan members:

• Check member eligibility by going to UHCprovider.com/NEcommunityplan, contacting Provider Services at 866-331-2243, or calling Nebraska Medicaid Eligibility System (NMES – 800-642-6092) to verify eligibility. Failure to verify member enrollment and assignment may result in claim denial.

• Recorded messages are not acceptable.

• Educate members about appropriate use of emergency services.

• Discuss available treatment options and alternative courses of care with members.

• Refer services requiring prior authorization to the Prior Authorization Department, UnitedHealthcare Clinical Request Line (Advanced Outpatient Imaging Procedures), Pharmacy Department, Behavioral Health Unit as appropriate.

• Obtain prior authorization from UnitedHealthcare, if required. Please visit UHCprovider.com/NEcommunityplan to view the current notification requirements for Nebraska. To locate, select the Prior Authorization and Notification tab.
Chapter 2: Care Provider Responsibilities

- Refer to UnitedHealthcare Community Plan contracted specialists unless otherwise authorized by UnitedHealthcare.
- Identify and appropriately bill other insurance carriers.
- Bill all services provided to a UnitedHealthcare Community Plan member either electronically or on a CMS 1500 paper claim form. Refer to Chapter 13 of this manual for billing procedures.

Specialist Care Provider Responsibilities

In addition to the requirements applicable to all care providers, the responsibilities of specialists include:

- The PCP must coordinate the medical care that UnitedHealthcare members receive. When the treating or consulting specialist determines that a UnitedHealthcare member requires additional treatment or specialist care/services, he/she must contact the PCP to coordinate the care/services.
- Provide specialty care medical services to UnitedHealthcare Community Plan members recommended by the member’s PCP or who self-refer.
- Provide the PCP copies of all medical information, reports, and discharge summaries resulting from the specialist’s care.
- Communicate in writing to the PCP all findings and recommendations for continuing patient care and note them in the patient’s medical record.
- Maintain staff privileges at a minimum of one UnitedHealthcare Community Plan participating hospitals.
- Report infectious diseases, lead toxicity, and other conditions as required by state and local laws and regulations.
- Providing covered specialty care services to member in accordance with accepted community standards of care and practices.
- Verifying the eligibility of the member prior to the provision of covered specialty care services.
- Providing only those covered specialty care services, unless otherwise authorized.
- Complying with the NE DHHS MLTC Access and Availability standards for scheduling Routine care. Appointment Standards are covered in Chapter 2 of this manual.
- Medical residents in specialty practice: Specialists may use medical residents in specialty care in all settings supervised by fully credentialed UnitedHealthcare Community Plan specialty attending care providers.

Specialist Checklist

Specialists should take the following steps when providing services to UnitedHealthcare Community Plan members.

- Verify the member’s enrollment prior to initiating services and before rendering subsequent services by going to UHCprovider.com/NEcommunityplan, calling Provider Services (866-331-2243) or calling Nebraska Medicaid Eligibility System (NMES – 800-642-6092). Failure to verify member enrollment may result in claim denial.
- Check the member’s ID card each time the member presents it for service and verify against photo identification if this is your office practice.
- Obtain prior authorization from UnitedHealthcare, if required. Please visit UHCprovider.com/NEcommunityplan to view the current notification requirements for Nebraska. To locate, select the Prior Authorization and Notification tab.
- Identify and appropriately bill other insurance carriers when appropriate.

Prenatal Care Responsibilities

Pregnant UnitedHealthcare Community Plan members should receive care from UnitedHealthcare participating care providers only.

You should notify UnitedHealthcare promptly of a member’s confirmed pregnancy to help ensure appropriate follow-up and coordination by the UnitedHealthcare Healthy First Steps coordinator. Please call 877-813-3417.

The following information must be provided to UnitedHealthcare Community Plan when the pregnancy is confirmed:

- Patient’s name and member ID number
- Obstetrician’s name, phone number, and member ID number
- Facility name
- Expected date of confinement (EDC)
- Planned vaginal or cesarean delivery
- Any concomitant diagnoses that could affect pregnancy or...
Chapter 2: Care Provider Responsibilities

Ancillary Care Provider Responsibilities

Ancillary care providers include pharmacy, home health, durable medical equipment, infusion care, therapy, vision, and other non-physician care providers. PCPs and specialist care providers are required to use the UnitedHealthcare ancillary network. UnitedHealthcare contracted ancillary care providers are responsible for maintaining sufficient facilities, equipment, and personnel to provide timely access to medically necessary covered services.

Ancillary Care Provider Checklist

Ancillary care providers should take the following steps when providing services to UnitedHealthcare members. Verify the member’s enrollment prior to initiating services and before rendering subsequent services by contacting Provider Services at 866-331-2243, UHCprovider.com/NEcommunityplan or Nebraska Medicaid Eligibility System at NMES 800-642-6092.

- Verify the member’s enrollment prior to initiating services and before rendering subsequent services by going to UHCprovider.com/NEcommunityplan, calling Provider Services (866-331-2243) or calling Nebraska Medicaid Eligibility System (NMES – 800-642-6092). Failure to verify member enrollment may result in claim denial.
- Check the member’s ID card each time the member presents for service and verify against photo ID if this is your office practice.
- Obtain prior authorization from UnitedHealthcare Community Plan, if required. Please visit UHCprovider.com/NEcommunityplan to view the current notification requirements for Nebraska. To locate, select the Provider Information Tab > Prior Authorization.
- Identify and appropriately bill other insurance carriers, when appropriate.

Appointment Availability Access Standards (Nebraska Department of Health and Human Services Access & Availability Standards)

Appointment Type Definitions

Emergency Services: Emergency services must be available immediately upon presentation at the service delivery site, 24 hours a day, seven days a week.

Family planning services: Covered services for family planning include initial physical examination and health history, annual and follow-up visits, laboratory services, prescribing and supplying contraceptive supplies and devices, counseling services, and prescribing medication for specific treatment.

Preventive care: The care you receive to prevent illnesses or diseases. It also includes counseling to prevent health problems. Providing these services is based on the idea that getting preventive care, such as screenings and immunizations, can help you and your family stay healthy.

Routine Care: Routine primary care services include the diagnosis and treatment of conditions to prevent deterioration to a more severe level, or minimize/reduce risk of development of chronic illness or the need for more complex treatment. Examples include psoriasis, chronic low back pain.

Urgent Care: Urgent care is medical care given for a condition which, without timely treatment, could result in deterioration to an emergency, or cause prolonged, temporary impairment of one or more bodily function(s), or development of a chronic illness, or need for a more complex treatment. Examples of urgent conditions include abdominal pain, unremitting new symptoms of dizziness of unknown cause, suspected fracture.

Non-Urgent Sick Care: Medical care given for an acute onset of symptoms which is not emergent or urgent in nature. Examples of non-urgent sick visits include cold symptoms, sore throat and nasal congestion.

NOTE: The NE DHHS MLTC Managed Care Access Standards do not differentiate between a new or established patient.
You will comply with the following appointment availability standards:

**Primary Care**
The following PCPs and primary care provider standards must be met:

- **Emergency services** – available 24 hours a day, seven days a week.
- **Urgent care** – same day of request.
- **Routine care** – within 14 calendar days of request.
- **Non-urgent “sick” care** within 72 hours, or sooner, as clinically indicated.
- **Preventive care** within four weeks.

**Timely Access-Standards operation hours for PCPs:**

1. One-care provider practices must have office hours of at least 20 hours per week.
2. Practices with two or more care providers must have office hours of at least 30 hours per week.

**Specialty Care**
The following specialty services standards must be met:

- **High volume specialists:** cardiologists, neurologists, hematologists/oncologists, OB/GYNs, and orthopedic care providers. Routine care – within 30 calendar days of request/referral.
- **Other specialty care:** consultation must be available within 30 calendar days of referral or as clinically indicated.

**Prenatal Care**
The following initial prenatal care appointments must be met:

- **First Trimester care** – within 14 calendar days of request.
- **Second Trimester care** – within seven calendar days of request.
- **Third Trimester care** – within three calendar days of request.
- **High Risk care** – within three calendar days of request.

**Behavioral Health**
The following standards must be met:

- **Emergency appointments** must be referred within one hour generally and within two hours in designated rural areas.
- **Other specialty care, consultation** must be available within 30 calendar days of referral or as clinically indicated.

**Family Planning Services**
The following standard must be met:

- **Family planning services** – within seven calendar days

**Laboratory and X-rays Services**

- **Laboratory and X-ray services** must be available within three weeks for routine appointments and 48 hours (or as clinically indicated) for urgent care.

**Allowable Office Waiting Times**

- **Members** with appointments should not routinely wait longer than 45 minutes, including time spent in the waiting room and the examining room, unless the care provider is unavailable or delayed because of an emergency. If a care provider is delayed, the member should be notified immediately. If a wait of more than 90 minutes is anticipated, the member should be offered a new appointment.

UnitedHealthcare Community Plan also conducts periodic access and availability surveys to monitor appointment availability and access standards. PCPs, specialists, and obstetricians are required to participate in all activities related to these surveys.
Chapter 3: Care Provider Office Procedures

Member Eligibility
UnitedHealthcare Community Plan serves members enrolled with NE DHHS MLTC, which is Nebraska’s Medicaid program. Eligibility for the NE DHHS MLTC program is determined by NE DHHS MLTC. An individual who becomes eligible for the NE DHHS MLTC program either chooses or is assigned to one of the NE DHHS MLTC contracted health plans.

Verifying Member Enrollment
You should verify member eligibility prior to providing services. Determine eligibility through:

- Patient Eligibility & Benefits – access enrollment and benefit information online at UHCprovider.com.
- You may reach the UnitedHealthcare Provider Service Center 7 a.m. – 8 p.m. CT and 6 a.m. – 7 p.m. MT, Monday through Friday, at 866-331-2243.
- Nebraska Medicaid Eligibility System (NMES) Line 800-642-6092.

Member Assignment

Assignment to UnitedHealthcare Community Plan
UnitedHealthcare is assigned Heritage Health eligible members on a daily basis. UnitedHealthcare is responsible for managing the member’s care on the date that the member is enrolled with the plan and until the member is disenrolled from UnitedHealthcare. Disenrollment decisions are made by NE DHHS MLTC and are not the responsibility of UnitedHealthcare. Disenrollment usually takes effect at month’s end, but at times may occur in the middle of the month.

At the time of assignment to UnitedHealthcare Community Plan, each member receives a member ID card and welcome letter. Followed by a welcome kit includes a new member Getting Started Guide that encourages new members to complete health risk screening using our online tool, through the member’s PCP/PCMH provider or through direct contact with us. The welcome packet provided to Nebraska Medicaid members includes the Member Handbook, information about our Health4Me mobile application and a multilingual welcome card, which provides a list of important phone numbers and helpful reminders about member benefits; Medicaid Tip Sheet; and prevention letter.

Immediate Enrollment:
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, you should have the payer assignment of newborns checked daily.

- Eligibility information is available by calling the NMES line toll free 800-642-6092 or 402-471-9580 (in the Lincoln area) or the Medicaid Inquiry line toll free 877-255-3092 or 402-471-9128 (in the Lincoln area) or by using the following link: dhhs.ne.gov > Medicaid > Pages > Med Eligibility

Unborn Enrollment:
Please encourage your patients to notify ACCESSNebraska when they know they are expecting. You or the MCO may use the online change report through the ACCESSNebraska website to report the baby’s birth. With that information, ACCESSNebraska will verify the birth through interfaces and from the mother. The MCO and/or your information is taken as a lead. To assist with timely verification, once baby is born, the mother should notify ACCESSNebraska.

- Patients can call ACCESSNebraska toll free at 855-632-7633 or 402-473-7000 (in the Lincoln area) or 402-595-1178 (in the Omaha area).

Newborns can get UnitedHealthcare Community Plan covered health services beginning on their date of birth, so it is important eligibility is checked daily until the mother has enrolled her baby in a managed care plan.

PCP Selection:
Although unborns cannot be enrolled with an MCO until birth, please encourage your patients to select and contact a PCP for their baby prior to delivery to avoid the delays and confusion that can occur with deferred PCP selections.

599 CHIP Enrollment: Unborn children of pregnant women that are otherwise ineligible for Medicaid may be covered under 599 Children’s Health Insurance Program (CHIP). The 599 CHIP category covers a limited set of services: prenatal
care and pregnancy-related services solely for the health of the unborn child. It does not cover postpartum care and medical issues separate to the pregnant woman’s health and unrelated to the pregnancy.

UnitedHealthcare Community Plan Members can go to myuhc.com/communityplan to look up a provider.

Choosing a Primary Care Provider

Each enrolled UnitedHealthcare Community Plan member either chooses or is automatically assigned to a primary care provider (PCP). The assignment takes into consideration the distance to the PCP, the PCP’s capacity, and if the PCP is accepting new patients. UnitedHealthcare’s Member Services department will assign members to the closest available and appropriate PCP.

Depending upon the age, medical condition and location of the member, 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 elects to change the initial PCP assignment, the effective date will be the day the member requested the change. If a member asks UnitedHealthcare to change his/her PCP at any other time the change will be made effective on the date of the request.

Assignment to PCP Panel Roster

Once a member has been assigned to a PCP, panel rosters can be viewed electronically on the UnitedHealthcare provider portal at UHCprovider.com. The portal requires a unique user name and password combination to gain access.

Sign in to UHCprovider.com. Select the Link application on UHCprovider.com. From the Report Search page, select the Report Type (PCP Panel Roster) from the pull-down menu. Complete additional fields as required. Click on the available report you want to view.

PCP-Initiated Transfers

A PCP may wish to transfer a member due to an inability to establish or maintain a professional relationship, experiences incompatibility with a member or member is non-compliant. The PCP will maintain responsibility for providing care for the patient until a transfer is complete.

1. To initiate a transfer of the member, the PCP must contact the health plan in writing by fax at 402-445-5730 or mail with the specific documentation of the event(s) that occurred. (Documentation includes DHHS form MS-24, the date(s) of failed appointments or a detailed accounting of reasons for termination request, patient name, date of birth, Medicaid number, current address, current telephone number and the care provider’s name.)

Mailing address:
UnitedHealthcare Community Plan Attn:
Health Services
2717 N 118th St, Suite 300
Omaha, NE 68164

2. A summary will be prepared by UnitedHealthcare Community Plan within 10 business days of the request. The health plan will attempt to contact the member, educate and try to resolve the issue to develop a satisfactory PCP-member relationship.

3. If the member and health plan are unable to resolve the current PCP member issue, the health plan will then work with the member in finding another PCP for continuity of care. The health plan will refer the member to care management if necessary.

4. If the health plan is unable to reach the member, the health plan will send the member a letter (with a copy to the PCP) advising them they have five business days to contact us with a new PCP. If they do not choose a PCP, the health plan will choose one for them. A new ID card will be sent to the member with the new PCP information.

Deductible/Copayments

There are no deductibles or office visit copayments for covered services.

Member ID Card

Be sure to check the member’s ID card at each visit – and to copy both sides of the card for your files. You may also take the precaution of verifying 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 any potential fraud, waste and abuse situation, events or circumstances (provider or member) come to your attention, please notify UnitedHealthcare Community Plan in writing per instructions regarding fraud, waste and abuse addressed in Chapter 13 of this manual, or you can call the toll-free Fraud, Waste, and Abuse Hotline at 800-455-4521.

UnitedHealthcare Community Plan ID cards will reflect the member’s Group ID number. The member’s ID cards will also reflect the members PCP assignment on the front of the card. You may view a copy of the member’s ID card image online at UHCprovider.com while verifying member eligibility.
**Member Identification Numbers**

Each member receives a nine-digit UnitedHealthcare member identification number. This number is used to communicate with UnitedHealthcare of the Midlands regarding a specific subscriber/member. The NE DHHS MLTC Medicaid Number is also provided on the member ID card.
Chapter 4: Covered Services

UnitedHealthcare Community Plan provides the basic NE DHHS MLTC Medicaid benefits to eligible UnitedHealthcare Community Plan members consisting of medical, vision, mental health and substance use and pharmacy services. In addition, UnitedHealthcare Community Plan also provides value-added services to our members.

Some of the covered services need prior authorization; therefore, you must contact us before starting the service. Hospitals and facilities must notify us of any admissions or services that need notification. An authorization from us for any out-of-network services is required.

You can request the prior authorization for medical services by calling 866-604-3267. You can also visit UHCprovider.com/NEcommunityplan for information regarding the prior authorization requirements.

Medically Necessary Service
UnitedHealthcare only pays for medically necessary services.

Medically Necessary Definition
Medically necessary health care services or supplies are:

- Medically appropriate
- Necessary to meet the basic health needs of the member
- Rendered in the most cost-efficient manner and type of setting appropriate for the delivery of the covered service
- Consistent in type, frequency, duration of treatment with scientifically based guidelines of national medical research, or health care coverage organizations or governmental agencies
- Consistent with the diagnosis of the condition
- Required for means other than convenience of the member of his or her care provider
- No more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, and efficiency
- Of demonstrated value
- No more intense level of service than can be safely provided

Deductibles/Copayments
There are no deductibles or office visit copayments for covered services. Medicare and other insurance copays may still apply.

Covered Services
The benefits listed below should not be considered exhaustive. The specific services to be delivered to Community Plan members are described in detail on the NE DHHS MLTC website.

For specific services, please reference dhhs.ne.gov/medicaid/Pages/med_internetaccess.aspx

Contact the Provider Service Center, 866-331-2243, with questions as to whether a service is covered.

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Services Included</th>
<th>Limitations</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ambulance Services</td>
<td>Emergent ground transportation</td>
<td>Covered if medically necessary</td>
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<tr>
<td></td>
<td>Non-emergent ground transportation – transportation should be made by the member’s care provider directly with the ambulance service.</td>
<td>Prior authorization not required if participating care provider. Non-participating care provider requires a prior authorization.</td>
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<td></td>
<td>Emergent Air Ambulance</td>
<td>Covered if medically necessary</td>
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<tr>
<td></td>
<td>Non-emergent air ambulance transportation – transportation should be made by the member’s care provider directly with the air ambulance service.</td>
<td>Prior authorization required for participating and non-participating care providers</td>
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</table>

Please refer to additional Ambulance Service information in this chapter.
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<tr>
<th>Benefit</th>
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<th>Limitations</th>
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<tbody>
<tr>
<td>Bariatric Surgery</td>
<td>Inpatient and outpatient bariatric surgery and specific obesity-related service.</td>
<td>Covered.</td>
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<td>Prior authorization required.</td>
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</tbody>
</table>
| Behavioral Health-Inpatient and Residential | • Psychiatric services  
  • Substance use treatment                                                              | Some services may require prior authorization     |
|                               | **Please reference Chapter 6 for specific behavioral health coverage information.** |                                                  |
| Behavioral Health – Outpatient| • Admission evaluations and assessments  
  • Outpatient therapy services including individual, group, and family therapy.  
  • Medication management                                                                 | Some services may require prior authorization     |
|                               | **Please reference Chapter 6 for specific behavioral health coverage information.** |                                                  |
| Cancer-Related Treatment      | Access to any related medically necessary service. This includes but is limited to hospitalization, doctor services, other practitioner services, outpatient hospital services, chemotherapy and radiation.  
  **Inpatient services:**  
  • Authorization required for chemotherapy treatments in an inpatient setting.  
  • Hospitals must submit outpatient charges using the appropriate revenue codes for room charges, supplies, IV equipment, and pharmacy.  
  **Outpatient services:**  
  • For chemotherapy administration, outpatient facilities must submit charges using the appropriate revenue codes.  
  • No authorization is required unless J codes, which must be submitted for review.                                                                 | Covered.  
  Potential prior authorization required. |
| Chiropractic Services         | Manual manipulation of the spine to correct spinal alignment (subluxation):  
  • 12 treatments per calendar year for ages 21 and older. Please note, visits incurred and paid as primary under other insurance will not count toward the annual maximum visit limit under Medicaid.  
  • Members aged 20 and younger are limited to 18 treatments in the initial five months from the date of the first visit for the reported diagnosis. After the fifth month, a maximum of one treatment per month is covered until the age of 21. In this instance, the benefit does not renew at the beginning of each calendar year. The benefit is per diagnosis, so the member is only eligible for one treatment per month, after the fifth month, until the age of 21 for that diagnosis. In addition, if the member loses eligibility with Medicaid and then becomes eligible again, the benefit would continue at one treatment per month, after the fifth month, until the age of 21 for that diagnosis.  
  • Covers one set of x-rays per year.                                                                 | Covered. |
| Circumcision                  | Outpatient service – No age limits                                                | Covered.                                         |
|                               | Inpatient service.                                                                | Prior authorization required.                    |
| Cosmetic and/or Reconstructive Surgery | Services or supplies provided in connection with cosmetic surgery are not covered except as required for the prompt repair of accident injury or for improvement of the functioning of a malformed body member.  
  Services include, but not limited to:  
  • Ablative procedures for venous insufficiency and varicose veins  
  • Blepharoplasty and brow plosis repair  
  • Breast reduction  
  • Panniculectomy and body contouring procedures  
  • Rhinoplasty, septoplasty and turbiante resection  
  • Gyncomastia                                                                 | Potentially covered.  
  Prior authorization required. |
## Chapter 4: Covered Services

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<tr>
<td><strong>Dental Services</strong></td>
<td>Routine dental services are not covered under UnitedHealthcare Community Plan. Care providers will need to contact Managed Care of North America Insurance Company (MCNA) at 844-353-6262, TTY 800-833-7352 or mcnane.net.</td>
<td>Not covered.</td>
</tr>
<tr>
<td></td>
<td>For dental services performed in an outpatient setting, UnitedHealthcare Community Plan covers the facility and anesthesia services when deemed as a medical necessary.</td>
<td>Covered – Prior authorization required for facility utilization.</td>
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<td></td>
<td>Fluoride varnish in an outpatient setting is covered for members 12 years of age and younger up to three times per calendar year.</td>
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<td></td>
<td>Fluoride varnish provided by a dentist: Contact Managed Care of North America Insurance Company (MCNA) at 844-353-6262, TTY 800-833-7352 or mcnane.net for age limits and frequency.</td>
<td></td>
</tr>
<tr>
<td><strong>Dialysis Service</strong></td>
<td>Services covered only when provided by a certified end-stage renal disease facility (recipient may become Medicare eligible after three months facility treatment or one month home dialysis). Services covered as an out-patient only and includes:</td>
<td>Covered.</td>
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<td>• Maintenance hemodialysis</td>
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<td>• Peritoneal dialysis</td>
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<td>• Kidney transplant services</td>
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<td>• Physical therapy.</td>
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<td>Laboratory services are covered with the following restrictions:</td>
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<td>• Bone survey performed annually</td>
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<td>• Nerve conduction velocity test once every three months</td>
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<td>• EKG performed once every three months</td>
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<td>• Hepatitis associated antigen test performed once a month</td>
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<td>• Bone mineral density every six months</td>
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<td>• Chest x-ray every six months.</td>
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<td>• Take home supplies (ace bandages, splints, etc.)</td>
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<td>• Home dialysis (except CAPD)</td>
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<td>• IV fluids (unless justified by diagnosis)</td>
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<td>• Office or hospital visits by supervising MD on same day as a dialysis treatment</td>
<td>Not covered.</td>
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<td>• Office visit for sole purpose of dialysis maintenance when MD billed for monthly maintenance fees.</td>
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<td></td>
<td>• Hospital admissions and hospital daily care for sole purpose of dialysis.</td>
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<tr>
<td><strong>Diabetic Supplies</strong></td>
<td>All diabetic supplies including, but not limited to: alcohol swabs, syringes, test strips and lancets. Diabetic supplies can be provided from a participating pharmacy. Certain diabetes testing supplies may be preferred. See our Drug Formulary on UHCprovider.com/NEcommunityplan for drugs covered under the Pharmacy Program tab.</td>
<td>Covered.</td>
</tr>
<tr>
<td></td>
<td>Glucometers – member must obtain an order/prescription from their care provider. The member will obtain the glucometer from a network DME provider/supplier or a UnitedHealthcare contracted DME pharmacy.</td>
<td>Prior authorization required on all DME codes with a retail purchase or cumulative rental cost of more than $750 per line item. Outpatient only.</td>
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<td>OptumRx for Providers and Pharmacies: 877-231-0131.</td>
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## Chapter 4: Covered Services

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</table>
| **Diagnostic Tests** | Radiology:  
• CT; X-ray  
• MRI (magnetic resonance imaging)  
• MRA (magnetic resonance angiogram)  
• PET Scan (positron emission tomography)  
• Nuclear Medicine SPECT MPI (Myocardial perfusion imaging)  
• Select Nuclear Medicine Studies  
• Nuclear Cardiology  

Laboratory:  
Lab Visits - LabCorp 800-788-8765.  
You need to have a CLIA # on file or claims will deny. | Covered.  
Diagnostic tests must always be medically necessary.  
UnitedHealthcare Clinical Request Line for care providers: 866-889-8054 |
| **Durable Medical Equipment (DME) and Medical Supplies** | Equipment and supplies for medical purpose. May include, but are not limited to, oxygen tanks and concentrators; ventilators; wheelchairs; crutches and canes; orthotic devices; prosthetic devices; pacemakers; and medical supplies.  
Member must obtain an order/prescription from their care provider. The member will obtain the DME from a network DME provider/supplier or a UnitedHealthcare contracted DME pharmacy. | Covered.  
An MD or DO must be the ordering care provider type. Per NE DHHS MLTC, physicians assistants and nurse practitioners cannot order these services.  
A prior authorization is required on all DME codes with a retail purchase or cumulative rental cost of more than $750 per line item. Outpatient only. |
| **Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)** | EPSDT service is Medicaid's comprehensive preventive child health service for individuals younger than 21 years of age.  
Annual physicals for children ages 0-20 must meet EPSDT criteria  
comprehensive screenings and interim screenings include:  
• Physical exam  
• Comprehensive health history  
• Vision screen  
• Health & developmental history  
• Hearing screenings  
• Measurements  
• Blood pressure  
• Vital signs  
• Nutritional counseling  
• Laboratory procedures  
• Health education/anticipatory guidance  
• Immunizations  
• Lead screenings  
• Environmental investigation  
• Dental screening | Covered. |
| **Emergency, Post-Stabilization and Urgent Care** | For a medical emergency or urgent care. Post-stabilization is care after an emergency. Member can get these services 24 hours a day, seven days a week at any emergency room. | Covered anywhere in the USA. |
### Chapter 4: Covered Services

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</thead>
<tbody>
<tr>
<td><strong>Family Planning</strong></td>
<td>Family planning services are preventive health, medical, counseling, and educational services that assist individuals in managing their fertility and achieving optimal reproductive and general health.</td>
<td>Covered.</td>
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<td></td>
<td><strong>Please refer to additional information in this chapter.</strong></td>
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<tr>
<td><strong>Femoroacetabular Impingement Syndrome (FAI)</strong></td>
<td>All planned elective hip arthroscopy for CPT codes 29814, 29815 and 29916.</td>
<td>Prior authorization required.</td>
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<td><strong>Hearing Services</strong></td>
<td>Audiological testing to establish a need for a hearing aid to include:</td>
<td>Covered.</td>
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<td>• Hearing evaluation (bone conduction &amp; air conduction tests)</td>
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<td>• Speech audiometry</td>
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<td>• Hearing aid selection</td>
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<td><strong>Treatment may include:</strong></td>
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<td>• Auditory training; speech training</td>
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<td>• Aural rehabilitation (including hearing aid &amp; cochlear implant orientation &amp; fitting adjustments)</td>
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<td>• Augmentative communication</td>
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<td><strong>Adults:</strong> As part of the adult health screening services, audiometry sweeps are covered for once every four years for members greater than 21 years of age.</td>
<td>Prior authorization required for ALL DME codes with a retail purchase or cumulative rental cost of more than $750 per line item.</td>
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<td>Hearing aids, necessary accessories are covered services with medical evaluation and items covered include:</td>
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<td>• Hearing aids</td>
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<td>• Initial care kit</td>
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<td>• Batteries – limit of 32 batteries per month.</td>
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<td>• Repairs</td>
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<td>• Cords</td>
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<td>• Garments, harness and other accessories; custom ear molds</td>
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<td>• Rental fees</td>
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<td>• Loaner hearing aid fees</td>
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<td>• Dispensing fees</td>
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<td>• Hearing evaluation (including audiogram) and necessity, preferably determined by otologist.</td>
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<td>• ITE aids limited to children 12 years of age or older with documented medical necessity (not covered for cosmetic reasons)</td>
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<tr>
<td><strong>Home Health Services</strong></td>
<td>All services in the home:</td>
<td>Covered. Prior authorization required.</td>
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<td></td>
<td>• Home health agencies</td>
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<td></td>
<td>• Private duty nursing</td>
<td>An MD or DO must be ordering physician type. Per NE DHHS MLTC, physicians assistants and nurse practitioners cannot be the ordering physician type for these services.</td>
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<td>• PT/OT/ST</td>
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<td>• Skilled nursing</td>
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<td></td>
<td>• Social worker</td>
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<td>• Home Infusion</td>
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<td>• Care provider home visit</td>
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<tr>
<td>Hospice</td>
<td>In-home hospice and short stay inpatient hospice.</td>
<td>Prior authorization required.</td>
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<td></td>
<td>MLTC provides two 90-day benefit periods during a client’s lifetime. If additional benefit periods are needed, Medicaid provides three 60-day benefit periods. Hospice services beyond these benefit periods will be approved as an exception under the prior authorization provisions. The benefit periods may be used consecutively or at intervals.</td>
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<td>Residential Inpatient Hospice Services are covered by NE DHHS MLTC.</td>
<td>Not Covered.</td>
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<td>Please refer to additional Hospice information in this chapter.</td>
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<td>Prior authorization required.</td>
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<tr>
<td>Hospital – Outpatient</td>
<td>Outpatient professional/medical services professional component (in/outpatient) of surgical services, including:  - Surgeons and assistant surgeons for surgical procedures including appropriate follow-up care  - Administration of anesthesia by care provider (other than surgeon) or CRNA  - Second surgical opinions  - Same-day surgery performed in a hospital without an overnight stay  - Invasive diagnostic procedures such as endoscopic examinations  Electroconvulsive therapy (ECT) requires a prior authorization.</td>
<td>Covered.</td>
</tr>
<tr>
<td></td>
<td>Out-of-Network: Not covered except in situations where members require urgent or emergent medical care. In urgent or emergent medical situations, coverage limited up to the point of medical stabilization.</td>
<td>Prior authorization required for non-emergent/non-urgent hospital services.</td>
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<tr>
<td>Immunizations</td>
<td>Immunizations are covered for adults.</td>
<td>Covered.</td>
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<td>Covered for children, birth through 18 years of age, through the Vaccine for Children program (VFC). Care provider must file claims using the appropriate CPT and modifier. UnitedHealthcare Community Plan only covers the administration of the VFC program. Immunizations should be given in conjunction with EPSDT/well child visits or when other appropriate opportunities occur in accordance with Advisory Committee on Immunization Practices guidelines. Care providers must report required immunization data to the Nebraska State Immunization Information System.</td>
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</tr>
<tr>
<td>Injectable Medications</td>
<td>Rendered on an outpatient basis. Please visit UHCprovider.com/NEcommunityplan to view the current notification requirements for Nebraska for the list of injectable medications requiring a prior authorization. To locate, select the Provider Information Tab/Administrative Guide/Prior Authorization List. Care providers must include applicable NDC numbers and quantity on claim submissions.</td>
<td>Covered.</td>
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<td>Prior authorization required.</td>
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<td>Joint Replacement</td>
<td>Outpatient and inpatient joint and total hip and knee replacement procedures.</td>
<td>Covered.</td>
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<td>Prior authorization required.</td>
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<tr>
<td>Mid-level Practitioners Services</td>
<td>Includes physician assistants (PA), advanced registered nurse practitioners (ARNP), family practice nurse practitioner (FPNP), pediatric nurse practitioner (PDNP), nurse anesthetists (CRNA), and nurse midwives.</td>
<td>Covered.</td>
</tr>
<tr>
<td>Neuropsych Testing</td>
<td>No prior authorization required if in-network.</td>
<td>Covered.</td>
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<tr>
<td>Benefit</td>
<td>Services Included</td>
<td>Limitations</td>
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</table>
| Newborn Services              | Facility and care provider services for a mother and her newborn(s) for a minimum of 48 hours following an uncomplicated vaginal delivery and 96 hours following an uncomplicated delivery by caesarian section. Non-routine newborn care, i.e. care for sick newborns (for example, unusual jaundice, prematurity, sepsis, respiratory distress) is covered. Out-of-Network: not covered except in situations where members require urgent or emergent medical care. In urgent or emergent medical situations, coverage limited up to the point of medical stabilization. Outreach to the mother will be conducted by UnitedHealthcare Community Plan to provide education to the pregnant mom regarding the importance of prenatal care and reminding the mother to contact ACCESSNebraska as soon as the baby is born:  
  • 402-595-1178 in the Omaha area  
  • 402-473-7000 in the Lincoln area  
  • 855-632-7633 outside Omaha or Lincoln | Covered. Prior authorization required. Prior authorization required for non-emergent/non-urgent hospital services.                                                                                          |
| Nutritional Counseling       | Services include outpatient education.                                                                                                                                                                              | Covered.                                                                                               |
| Observation                   | 48-hour observation                                                                                                                                                                                              | Covered.                                                                                               |
| Orthotics and Prosthetics     | Orthotics and prosthetics with a retail purchase or cumulative rental cost of more than $750.                                                                                                                                                  | Prior authorization required.                                                                                                                                |
| Outpatient and Care Provider Visits | Services at a hospital or care center when a member stays less than a day, Doctor, other care provider visits, family planning, preventive services, and clinic visits. Specialty care provider visits. Emergency room visits including both hospital and care provider charges. | Covered.                                                                                               |
| Out of Network Services       | A recommendation to a care provider who is not contracted with UnitedHealthcare.                                                                                                                                                                         | All out-of-network services, except emergency services, family planning and tribal services require prior authorization.                                              |
| Outpatient Surgery            | Services include but are not limited to:  
  • Medically necessary surgeries are covered when performed in an ambulatory surgery center (ASC and hospital ASC)  
  Covered when medically necessary and not otherwise excluded.                                                                                                                                                                          | Covered. Some surgeries require prior authorization.                                                                                                          |
| Pharmacy Program              | Drugs prescribed by a care provider. This includes education about how to take the drugs. See our Drug Formulary on [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan) for drugs covered under the Pharmacy Program tab. | Covered – Some drugs on the state-approved formulary and preferred drug list may require prior authorization.                                                  |
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<td><strong>Podiatry Services</strong></td>
<td><strong>Routine/Palliative Foot Care:</strong> Palliative foot care includes the cutting or removal of corns or calluses; the trimming of nails; other hygienic and preventive maintenance care or debridement, such as cleaning and soaking the feet, and the use of skin creams to maintain the skin tone of both ambulatory and non-ambulatory clients; and any services performed in the absence of localized illness, injury, or symptoms involving the foot. Coverage of palliative foot care is limited to: one treatment every 90 days for non-ambulatory clients and one treatment every 30 days for ambulatory clients. Evaluation and management services are not covered in addition to palliative foot care on the same date of service, except: 1. New patient visits; or 2. Significant, separately identifiable evaluation and management services required to treat a condition above and beyond palliative foot care. Covered for medically necessary services only; typically associated with severe circulatory disease, or loss of sensation of feet or member has been diagnosed with a systemic condition by a care provider that there is medical necessity for professional foot care; such as: • Debridement of non-mycotic nails • Diabetes Mellitus • Arteriosclerosis • Buerger’s Disease • Chronic Thrombophlebitis • Peripheral Neuropathies</td>
<td>Covered.</td>
</tr>
<tr>
<td><strong>Pregnancy-Related Services</strong></td>
<td>UnitedHealthcare Community Plan covers all OB services through the member’s pregnancy. Services include pre and post-natal care, tests, doctor visits, and other services that impact pregnancy outcomes. 599 CHIP Enrollment: Unborn children of pregnant women that are otherwise ineligible for Medicaid may be covered under 599 Children’s Health Insurance Program (CHIP). The 599CHIP category covers a limited set of services: prenatal care and pregnancy-related services solely for the health of the unborn child; it does not cover postpartum care and medical issues separate to the pregnant woman’s health and unrelated to the pregnancy. 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. If the member is inpatient longer than the federal requirements a prior notification is needed. Please call 866-604-3267. You may bill global days if the mother has been a UnitedHealthcare Community Plan member for three or more consecutive months or had seven or more pre-natal visits. The initial pregnancy visit is not included in the global days and must be billed as a separate office visit Non-routine newborn care, i.e. care for sick newborns (for example, unusual jaundice, prematurity, sepsis, respiratory distress). Please refer to additional Maternity and Newborn information in this chapter.</td>
<td>Covered. Prior authorization required. Prior authorization required.</td>
</tr>
<tr>
<td><strong>Rehabilitation Therapies</strong></td>
<td>Includes: physical, occupational, speech, therapies, as well as cardiac, pulmonary, and others. Cardiac rehab (maximum of 12 weeks or 36 sessions) without prior authorization. Must be restorative in nature and be related to an injury or acute episode. Physical, occupational, and speech therapy benefits limited to 60 combined visits per calendar year for members age 21 and older. Visits incurred and paid as primary under other insurance will not count toward the annual maximum visit limit under Medicaid. Maintenance physical therapy is not covered. Massage therapy accumulates toward the visit limit. No limit for members age 20 and younger. An MD, DO or nurse practitioner must be the ordering care provider type for physical, occupational or speech therapy. Per NE DHHS MLTC, physicians assistants cannot order these services.</td>
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<tbody>
<tr>
<td><strong>Sexually Transmitted Diseases – Screening, diagnosis, and treatment.</strong></td>
<td>Short-term acute rehabilitation</td>
<td>Covered service when medically necessary.</td>
</tr>
<tr>
<td><strong>Skilled Nursing Facility (SNF)</strong></td>
<td>Short-term acute rehabilitation</td>
<td>Covered.</td>
</tr>
<tr>
<td></td>
<td>Long-term custodial care</td>
<td>Prior authorization required.</td>
</tr>
<tr>
<td><strong>Sleep Studies</strong></td>
<td>Either an outpatient hospital setting or sleep study clinic.</td>
<td>Covered when medically necessary.</td>
</tr>
<tr>
<td></td>
<td>ATTENDED sleep studies typically performed in a sleep clinic, facility or lab.</td>
<td>Covered.</td>
</tr>
<tr>
<td></td>
<td>UNATTENDED sleep studies performed in the patient’s home.</td>
<td>Covered.</td>
</tr>
<tr>
<td></td>
<td>Polysomnography is distinguished from sleep studies by the inclusion of sleep staging that includes a one to four lead electroencephalogram (EEG), electro-oculogram (EOG), and a submental electromyogram (EMG). For a sleep study to be reported as a polysomnography, sleep must be recorded and staged.</td>
<td>Covered.</td>
</tr>
<tr>
<td><strong>Spinal Surgery</strong></td>
<td>Inpatient and outpatient spinal surgeries.</td>
<td>Covered.</td>
</tr>
<tr>
<td><strong>Sterilization and Hysterectomies</strong></td>
<td>The plan covers once requirements are met. Requirements include but are not limited to: Sterilization – The regulations require that a written consent form (MMS – 110), male or female, must be signed by the individual at least 30 days, but not more than 180 days, before any sterilization procedure is to be performed. The individual must be at least 21 years of age at the time the consent form is signed by the patient.</td>
<td>Covered. All inpatient services require a Prior authorization in addition to the appropriate state consent form.</td>
</tr>
<tr>
<td></td>
<td>Reversal of Voluntary Sterilization</td>
<td>Not covered.</td>
</tr>
<tr>
<td></td>
<td>Hysterectomies – Services cannot be reimbursed if performed for sterilization purposes. Patients undergoing hysterectomies for medical reasons other than sterilization purposes must be advised orally and in writing that sterility will result. Per Nebraska Administrative Code 18-004.0, &quot;All claims for hysterectomies (surgeon, assistant surgeon, anesthesiologist, hospital) must be accompanied by Form MMS-101,&quot; Informed Consent Form,&quot; (see 471-000-110) signed and dated by the client in which she states that she was informed before the surgery was performed that this surgical procedure will result in permanent sterility. For additional information see: <a href="http://dhhs.ne.gov/medicaid/Pages/med_phhosp.aspx">dhhs.ne.gov/medicaid/Pages/med_phhosp.aspx</a> Please refer to additional information in this chapter. All inpatient services require a prior authorization in addition to the appropriate state consent form</td>
<td>Covered. Prior authorization required.</td>
</tr>
<tr>
<td><strong>Synagis</strong></td>
<td>Synagis requires prior authorization from OptumRx Phone: 800-310-6826 Fax: 866-940-7328</td>
<td>Covered. Prior authorization required.</td>
</tr>
</tbody>
</table>

Synagis requires prior authorization from OptumRx
Phone: 800-310-6826
Fax: 866-940-7328

The Season Respiratory Syncytial Virus Enrollment Form needs to be completed and sent to OptumRx. Please go to [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan) > Pharmacy Resources tab to locate the Synagis Enrollment Form.
## Chapter 4: Covered Services

<table>
<thead>
<tr>
<th>Benefit</th>
<th>Services Included</th>
<th>Limitations</th>
</tr>
</thead>
</table>
| Telehealth and Telemonitoring Services | Some telehealth and telemonitoring services, including consultation, diagnosis and treatment by a physician or practitioner for patients in rural areas or other places.  
Please refer to additional Telehealth and Telemonitoring information in this chapter. | Covered benefit for medically necessary services.                                                  |
| Tobacco Cessation               | Member must be 18 years of age, must be enrolled and actively participating in the Tobacco Free Quit line to be considered participating. Members may call 800-784-8669 to enroll.  
Up to four tobacco cessation counseling visits with their PCP are covered per session.  
• Coverage will include up to two 90 day sessions during a 12 month period. No more than four total visits will be covered during a 90 day session, and no more than eight total visits will be covered in the two 90 day sessions during any 12 month time period.  
Drugs for the Tobacco Cessation program are covered under the Pharmacy Program. | Covered.  
Some limitations apply.                                                                 |
| Transportation Non-Emergency    | Non-emergent transportation services are provided by the NE DHHS MLTC. NE DHHS MLTC has partnered with IntelliRide to provide non-emergent transportation services to our members.  
Members must make transportation arrangements at least three calendar days before their medical appointment. | UnitedHealthcare is responsible for non-emergent ambulance transportation.  
Please refer to additional information in this chapter.                                             |
| Transplants                     | Transplant services, including donor services that are medically necessary and defined by Medicare as non-experimental.                                                                                       | Covered.  
Prior authorization required for non-participating care providers.                                 |
| Ventricular Assist Devices      | A mechanical pump that takes over the function of the damaged ventricle of the heart and restores normal blood flow.                                                                                           | Covered.  
Prior authorization required.                                                                         |
| Vision Services                 | Vision exams, prescription lens, and eyeglasses.  
**Eye exams:**  
• One every 12 months (from date of last visit) for ages 20 and younger  
• One every 24 months (from date of last visit) for ages 21 and older  
• Diabetic eye exams, for any age, every 12 months  
**Eye glasses (lenses and frame):**  
• One pair every 12 months if there is significant change in your prescription  
Vision therapy/orthoptic training  
Intraocular Lens | Member must use a participating MARCH® Vision provider.  
MARCH® Vision toll free at 844-636-2724, 8 a.m. - 5 p.m., or go online to marchvisioncare.com. | Covered.                                                                                           |
| Weight Loss Surgery (Bariatric Surgery) | Members must meet several criteria prior to be approved for this procedure, for example documentation of participation and failure in legitimate weight loss program. | Covered.                                                                                           |
Ambulance Services

Medically Necessary Definition
Emergency ambulance services (in-network or out-of-network care provider) are a covered benefit and do not require an authorization.

Emergency transports are defined as services provided after the sudden onset of a medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) that the absence of immediate medical attention could reasonably be expected to result in:

1. Placing the member’s health in serious jeopardy;
2. Serious impairment to bodily functions; or
3. Serious dysfunction of any bodily organ or part.

Any ambulance transport that does not meet the definition of an emergency transport must be billed as a non-emergency transport. This includes all scheduled runs (regardless of origin and destination) and transports to nursing facilities or to the member’s residence.

Non-Emergent Ambulance Transportation:
UnitedHealthcare is responsible for non-emergent ambulance transportation.

Non-emergency ambulance transports to a care provider or office, clinic or therapy center are covered when -

1. The member is bed confined before, during, and after transport; and
2. The services cannot or cannot reasonably be expected to be provided at the member’s residence (including a nursing facility or ICF/MR).

Ambulance services provided to a member receiving inpatient hospital services, where the member is transported to another facility for services (e.g., diagnostic testing) and the member is returned to the originating hospital for continuation of inpatient care, is not included in the payment to the hospital and must be billed by the ambulance care provider.

Non-emergent ambulance transportation needs to be scheduled by care provider’s office, clinic or therapy center.

Prior authorization not required for participating care providers. Non-participating care providers require a prior authorization.

Air Ambulance:
Air Ambulance is covered only when the services are medically necessary and transportation by ground ambulance is contraindicated and:

1. Great distances or other obstacles are involved in getting the member to the destination;
2. Immediate and rapid admission is essential; or
3. The point of pickup is inaccessible by land vehicle.

Non-emergent air transportation requires a prior authorization for participating and non-participating care providers.

Emergency/Urgent Care Services
Emergency services are covered for all UnitedHealthcare members; however, you should educate the members regarding appropriate and inappropriate use of the emergency room.

Non-emergency services should be treated by the primary care provider (PCP), or in an urgent care setting. Non-emergency services, such as: sprains/strains, stomach aches, ear aches, fever, cough and colds, and sore throats, should be treated by the PCP.

A prior notification is not required for emergency services. Covered services include, but are not limited to, the following:

- Emergency services based on prudent layperson definition of emergency health condition
- Hospital emergency department room and ancillary services and care provider services 24 hours a day, seven days a week, both by in-network and out-of-network providers
- Medical screening examination
- Stabilization services
- Access to designated Level 1 and Level II trauma centers or hospitals meeting equivalent levels of care for emergency services
- Emergency ground, air and water transportation
- Emergency dental services, limited to fractured or dislocated jaw, traumatic damage to teeth, and removal of cysts

Urgent Care (Non-Emergent)
Services for urgent care are covered.

For a list of Urgent Care Centers, call Provider Services at 866-331-2243 or view online at UHCprovider.com/NEcommunityplan.
Family Planning

Family planning services are covered when provided by care providers or practitioners to members who voluntarily choose to delay or prevent pregnancy. UnitedHealthcare Community Plan members can access family planning services without a referral. They may also seek family planning services at the care provider of their choice. The following services are included:

A. annual gynecological examination
B. annual pap smear
C. laboratory services
D. contraceptive supplies, devices and medications for specific treatment
E. contraceptive counseling

Non-covered items include:
- Reversal of voluntary sterilization
- Hysterectomies specifically for sterilization infertility treatment
- In-vitro fertilization is not covered including, but not limited to:
  - GIFT
  - ZIFT
  - Embryo transport
- Infertility services – Not covered if the sole purpose of the service is to achieve pregnancy.
  Note: Diagnosis of infertility is covered but treatment is not covered.
- Morning after pill – Not covered

Parenting/Child Birth Education Programs:
- Child birth education is covered
- Parenting education is not covered

Voluntary Sterilization

In-network: covered with a consent requirement. The member needs to give consent 30 days before surgery, is mentally competent, and is 21 years of age or older at the time of consent.

- Tubal ligation
- Vasectomy

Out-of-network: authorization required.

Reference Department of Health & Human Services Regulations, in this chapter, for further information on sterilization.

Hospice

UnitedHealthcare is responsible for in-home hospice and short-stay inpatient hospice. These services require a prior authorization.

Home Hospice:

UnitedHealthcare Community Plan covers benefits for routine home care for every day the member is at home, under the care of hospice, and not receiving continuous home care. We cover continuous home care to the hospice care provider to maintain a member at his/her place of residence when a period of medical crisis occurs. A period of medical crisis is a time when a member requires continuous care which is primarily nursing care to achieve palliation or management of acute medical symptoms.

Respite Hospice:

Inpatient hospital or nursing facility respite care is covered for the hospice care provider for 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 short-term and restricted to a maximum of five days per month counting the day of admission but not the day of discharge.

Inpatient Hospice:

Inpatient care is a covered benefit for the member to receive inpatient hospice care during a period of acute medical crisis. General inpatient care may be necessary for pain control or acute/chronic symptom management that cannot be provided in any other setting. Care will be provided in a hospital or a contracted hospice inpatient facility that meets the hospice standards regarding staffing and member care. Inpatient care is short-term and restricted to a maximum of 10 days per month.

Inpatient hospice services provided for members that are receiving residential services provided by the facility are not covered under Managed Medicaid. Residential inpatient hospice services are covered by DHHS. DHHS will cover benefits to the hospice care provider for both the hospice services care provided and for the residential services provided by the facility.

Immunizations

As a value added service, we cover immunizations for adult members who are identified with IDD/TANIF/ABD; this includes pneumonia, flu and shingles shots, and routine vaccinations.
Covered for children, birth through 18 years of age, through the Vaccine for Children program (VFC). The care provider must file claims using the appropriate CPT and SL modifier. UnitedHealthcare Community Plan only covers the administration of the VFC program.

Immunizations should be given in conjunction with EPSDT/ well child visits or when other appropriate opportunities occur in accordance with Advisory Committee on Immunization Practices guidelines. Care providers must report required immunization data to the Nebraska State Immunization Information System.

The Nebraska State Immunization Information System (NESIIS) is a secure, statewide, web-based system that has been developed to connect and share immunization information among public clinics, private provider offices, local health departments, schools, hospitals, and other health care facilities that administer immunizations. For more information go to dhhs.ne.gov/publichealth/Pages/nesiis_index.aspx.

### Laboratory

#### Lab Services

UnitedHealthcare Community Plan requires you to use our contracted laboratories when referring members for lab services not covered in the office. Medically necessary laboratory services ordered by a primary care provider (PCP) or other care provider or dentist in one of our in-network, contracted laboratories do not require prior authorization except as noted on our Prior Authorization list. Referrals to non-contracted laboratories requires a prior authorization.

When submitting claims, you need to have a CLIA # on file or claims will deny.

### Maternity and Newborn

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.

**If the member is inpatient longer than the federal requirements a prior notification is needed. Please call 866-604-3267.**

You may bill global days if the mother has been a UnitedHealthcare Community Plan member for three more consecutive months or had seven or more prenatal visits. The initial pregnancy visit is not included in the global days and must be billed as a separate office visit.

Non-routine newborn care, i.e., care for sick newborns (for example, unusual jaundice, prematurity, sepsis, respiratory distress) is also covered but requires a prior authorization.

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 the licensed care provider or group of care providers with whom there is an arrangement for referral and consultation if complications arise.

Obstetrical maternity care medical services must be furnished on an outpatient basis by the physician, nurse practitioner, physician’s assistant, or licensed professional nurse under the physician’s supervision, and must be within the staff’s scope of practice or licensure as defined by state law. Although the physician does not necessarily have to be present when services are provided, the physician must assume professional responsibility for the medical services provided and help ensure through approval of the plan of care that the services are medically appropriate.

### Telehealth and Telemonitoring Services

Some telehealth and telemonitoring services, including consultation, diagnosis and treatment by a care provider or practitioner for patients in rural areas or other places are a covered benefit for medically necessary services. In-person contact between a health care provider and a patient is not required by Title XIX or XXI of the Social Security Act. Health care providers that provide telehealth and telemonitoring services must follow all applicable federal and state regulations governing their practice and the services they provide. All telehealth communications must comply with all applicable federal and state regulations governing privacy and security, as well as those related to efficiency, economy, and quality of care. Please review our prior authorization list online at UHCprovider.com to verify if prior authorization is required for the telehealth and telemonitoring services.

UnitedHealthcare will cover telemonitoring services when the following conditions have been met:

1. The member is cognitively capable of operating the equipment or has a willing and able person to assist in the transmission of the electronic data.
2. The originating site has space for all program equipment and full transmission capability.
3. The care provider’s record contains data that supports the medical necessity of the service, all transmissions, and subsequent review received from the member, and how the data transmitted from the member is used in the continuous development and implementation of the member’s plan of care.
Transportation

Non-Emergent Transportation

Non-emergent transportation services are provided by the NE DHHS MLTC. NE DHHS MLTC has partnered with IntelliRide to provide non-emergent transportation services to our members. UnitedHealthcare Community Plan members are eligible to receive non-emergent transportation services through IntelliRide for covered services allowed by UnitedHealthcare Community Plan. Modes of transportation covered includes sedan, taxi, wheelchair equipped vehicle, public transit, mileage reimbursement and shared rides.

All trips must be approved in advance through IntelliRide’s online system or the call center. The call center is open from 8:00 a.m. – 7:00 p.m. CT and 7:00 a.m. – 6:00 p.m. MT Monday through Friday. Online trip requests can be made 24 hours a day, seven days a week at iridenow.com. Non-emergency trips which are urgent, such as when you are discharged from the hospital, may be made through their call center after 7:00 p.m. CT and 6:00 p.m. MT. Urgent calls are the only calls taken in person by a Reservation Specialist after 7:00 p.m. CT and 6:00 p.m. MT.

All non-urgent requests must be made at least three days in advance of the requested appointment time.

Rides can be scheduled up to 30 days in advance.

Call 844-531-3783 (toll free) or Omaha local 402-401-6999 (TTY 402-401-6998). Online trip requests can be made 24 hours a day, seven days a week at iridenow.com.

Bus transportation will also be available as another transportation option if the member:
1. Lives less than half a mile from a bus stop.
2. Their appointment is less than half a mile from the bus stop.

Value-added Services

We offer additional services at no cost to the member. These special services are selected to address member needs and experiences in an effort to help them live healthier lives. Members are informed of these services through their value-added services are highlighted in the member newsletter, listed in the member handbook and at UHCprovider.com/NECommunityplan.

Information about diagnosis-specific services, such as diabetes and pregnancy, are mailed to the member’s home.

Members are able to directly access most of the value-added services. Some services require assistance from your office. All are limited to in-network providers.

For the most current information on value-added services available, please visit UHCprovider.com/NECommunityplan.

You may also call Provider Services at 866-331-2243.

Vision Services

UnitedHealthcare Community Plan uses MARCH® Vision Care as its Medicaid vision vendor. Members may self-refer to any MARCH® Vision Medicaid network provider for services. To aid members in selecting a provider, please refer them to MARCH® Vision at marchvisioncare.com or they may call UnitedHealthcare Community Plan member services toll free at 800-641-1902.

Please remind the member to mention they are a UnitedHealthcare Community Plan member and have MARCH® Vision coverage when making an appointment with a MARCH® Vision care provider. They will need to provide the UnitedHealthcare Community Plan ID number. Members may call 877-542-9238 for plan coverage details.

For specific information, please refer to the MARCH® Vision Provider Manual located at marchvisioncare.com.

Department of Health & Human Services Regulations

Pregnancy Termination Services

Pregnancy termination services are not a covered benefit, except in cases to preserve the life of the woman. In this case, you will be required to follow the NE DHHS MLTC and Consent Procedures for abortion.

Allowable pregnancy termination services do not require a referral from the patient’s primary care provider. Patients must use the physician and care provider network.

Pregnancy Termination Service Documentation Process

Pregnancy termination services are covered when it is necessary to preserve the life of the woman. Follow the policy and procedures outlined below to qualify for reimbursement by the NE DHHS MLTC. If a pregnancy termination is needed to preserve the life of the mother, you must request prior authorization from the Medicaid Division before performing the pregnancy termination. Should prior authorization be approved using the NE DHHS MLTC guideline, reimbursement will be made upon submission of documentation reflecting NE DHHS MLTC approval of procedure.
Chapter 4: Covered Services

Requests must be sent in writing to:
Department Health & Human Services
Medicaid Division
P.O. Box 95026
Lincoln, NE 68509-5026
Fax 402-471-9092

Sterilization and Hysterectomy Procedures
Payment can only be made for sterilization procedures performed pursuant to the person’s documented voluntary request for such service. The intent of this policy is to assure that individuals considering sterilization are fully aware of the consequences, the available alternatives to sterilization and have had ample time to consider their decision. In addition, the state Medical Assistance Program must have documented evidence that all the requirements for making payment for Sterilization have been met. The regulations require that a written consent form must be signed by the individual at least 30 days, but not more than 180 days, before any sterilization procedure is to be performed. The individual must be at least 21 years of age at the time the consent form is signed by the patient.

The individual must not be mentally incompetent or a resident of an institution such as a mental hospital or other facility for the treatment of mental disorders. An individual may consent to be sterilized at the time of premature delivery or emergency abdominal surgery if at least 72 hours have passed since the individual has signed the Medical Assistance Consent Form. However, in the case of premature delivery, the Medical Assistance Consent Form must have been signed at least 30 days before the normally expected date of delivery. In the absence of compliance with the requirement outlined in this policy both for sterilization procedures and hysterectomies, no payment can be made to any of the parties concerned, i.e., care provider, anesthetist or hospital.

Hystericotmies
Hysterectomy services cannot be reimbursed if performed for sterilization purposes. Patients undergoing hysterectomies for medical reasons other than sterilization purposes must be advised orally and in writing that sterility will result.

Per Nebraska Administrative Code 18-004.0, “All claims for hysterectomies (surgeon, assistant surgeon, anesthesiologist, hospital) must be accompanied by Form MMS-101," Informed Consent Form,” (see 471- 000-110) signed and dated by the client in which she states that she was informed before the surgery was performed that this surgical procedure will result in permanent sterility. Refer to Chapter 17 for a copy of the form.

The form can also be found on the NE DHHS MLTC website dhhs.ne.gov/medicaid/Pages/med_phhosp.aspx.

Exception: NE DHHS MLTC does not require informed consent if:

1. The individual was already sterile before the hysterectomy and you, who performs the hysterectomy, certifies in writing the individual was already sterile before the hysterectomy and states the cause of the sterility; or

2. The individual requires a hysterectomy because of a life-threatening emergency situation in which you determine prior acknowledgment is not possible, and

3. The hysterectomy was performed under a life-threatening emergency situation in which she determined prior acknowledgment was not possible. You must also include a description of the emergency.

UnitedHealthcare Community Plan will require along with your claim for services, a copy of the signed medical assistance hysterectomy statement. The claim, with documentation attached, should be mailed to Claims Administration identified on the back of the member’s ID card. Reimbursement will be made upon completion of documentation requirements and UnitedHealthcare Community Plan review. The member may not be billed if consent forms are not submitted.

Sterilization Informed Consent
An individual is considered as having provided Informed consent only if the Medical Assistance Consent Form for Sterilization procedures developed by the Department of Health and Human Services (DHHS) is properly executed. Any other already existing consent forms you use do not preclude the use of the Medical Assistance Consent Form developed by DHHS. It is your responsibility to be sure the individual fully understands, to the best of his or her ability, the planned sterilization procedure, has been advised of available alternative, non-permanent methods of family planning and has had an opportunity to have any questions answered. Informed consent may not be obtained while the individual is in labor for childbirth, is seeking to obtain or is obtaining an abortion or is under the influence of alcohol or other substances that affect the individual’s state of awareness. The consent form must be signed and dated by the individual to be sterilized, and by the physician who performed the sterilization procedure. A copy of the signed Consent Form must be given to the patient, a copy must be submitted together with the Request for Payment form and the care provider should retain a copy.
Sterilization Consent Form

Federal CMS regulations must be followed when completing the sterilization consent form. Refer to Chapter 17 for a copy of the form.

The form can also be found on the NE DHHS MLTC website dhhs.ne.gov/medicaid/Pages/medphhosp.aspx.

1. All applicable sections of the form must be complete.
   CMS has ruled that for a sterilization form to be considered valid, all applicable items on the form must be completed before payment is made. All applicable sections of the consent form must be completed before submitting it together with the billing form for payment. The Nebraska Medical Assistance Program cannot make payment for sterilization procedures until all applicable items on the consent form have been completed and are accurate and are in conformance with sterilization regulation requirements.

2. The care provider’s statement section of the form should be completed after the sterilization is performed. CMS policy is the care provider should sign and date the form after the sterilization is performed. This may be the same date of the sterilization procedure or some date after the date of the procedure. If a care provider signs and dates the consent form prior to performing the sterilization, the form is invalid.

3. Definition of the term “shortly before” as used in the care provider statement section of the form. The state’s definition of “shortly before” is not more than 30 days prior to the procedure. That means explain the procedure to the patient within that time frame. However, it is most important to note while the explanation can be given up to 30 days prior to the procedure, the care provider should not sign and date the form until after the procedure is performed.

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 care provider from our list (except Native American Access to Care, emergency treatment and family planning services), including services received outside of the United States.
- Any care not covered by Nebraska Medicaid
- Any care covered by Medicaid but not through Managed Care, such as:
  A. Institutional long term care nursing facility services at a custodial level of care.
  B. Intermediate care facilities for persons intellectually/developmentally disabled (I/DD)
  C. Home and community based waiver services
  D. Dental services. Exception: dental services performed in an outpatient setting. UnitedHealthcare Community Plan will cover the facility and anesthesia services when deemed medical necessary. Facility utilization requires a prior authorization.
  E. Residential inpatient hospice services
  F. School-based services
  G. Home and community based waiver services
  H. Medicaid state plan personal assistance services
  I. Non-emergent transportation 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
- Infertility services
Chapter 5: Pharmacy Services

Preferred Drug List (PDL)
UnitedHealthcare Community Plan Pharmacy Program adheres to the state-approved preferred drug list. UnitedHealthcare Community Plan also provides coverage for additional drugs not found on the preferred drug list. You may access the list of covered drugs from our website at UHCprovider.com/NEcommunityplan > Pharmacy Resources.

PreCheck MyScript
PreCheck MyScript is a new app on Link – your gateway to UnitedHealthcare’s online tools. This new app helps make it easy to run a pharmacy test claim and get real-time prescription coverage detail for your patients who are UnitedHealthcare benefit plan members. If a medication requires prior authorization, a request can be submitted online within the app.

With PreCheck MyScript, a care provider can:
• Check prescription coverage and price for UnitedHealthcare members in real time.
• Get information on lower-cost prescription alternatives, if available, to help save members money.
• See which prescriptions currently require prior authorization, or are non-covered or non-preferred.
• Request prior authorization and receive status and results.

How to access the app
Sign in to Link by going to UHCprovider.com/NEcommunityplan and clicking on the Link button in the top-right corner. Then, select the Link Marketplace from your Link dashboard and search for the PreCheck MyScript app. Add the app to your dashboard to start.

Prior Authorization
Some drugs on the state-approved formulary and preferred drug list may require prior authorization. Pharmacists receiving prescriptions for drugs requiring prior authorization should work with the prescribing care provider if the prescription can be changed to a preferred alternative medication. If a preferred alternative is not appropriate, the care provider should then be instructed to contact the UnitedHealthcare Pharmacy Department at 800-310-6826 with questions concerning the prior authorization process. The drugs preferred and those that require prior authorization will be designated in the list of drugs at UHCprovider.com/NEcommunityplan.

Day Supply Dispensing Limits
Members may receive up to a one-month supply (31 days) of medication per prescription order or prescription refill. You may reorder or refill a medication when 90% of the medication has been used. If a claim is submitted before 75% of the medication has been used, based on the original day supply submitted on the claim, the claim will reject with a “refill too soon” message.

Quantity Limits
UnitedHealthcare places quantity limitations on medications. The following describes the quality limitation types:

• Prescriptions for monthly quantities greater than the indicated limit require a prior authorization request.
• Quantity limits based on efficient medication dosing (also known as dose optimization)
  – The Efficient Medication Dosing Program is designed to consolidate medication dosage to the most efficient daily quantity to increase adherence to therapy and also promote the efficient use of health care dollars.
  – The program limits are established based on FDA approval for dosing and the availability of the total daily dose in the least amount of tablets or capsules daily. Quantity limits in the prescription claims processing system will limit the dispensing to consolidate dosing.
  – The Pharmacy Claims Processing System will prompt the pharmacist to request a new prescription order from the care provider.

Per state regulations, certain quantity limits apply to mental health drugs. Adjustments to the Quantity Limitations program drug list will be made from time to time and care providers notified accordingly. Also, we recognize a number of patient-specific variables must be taken into consideration when drug therapy is prescribed, and therefore overrides will be available through the medical exception (prior authorization) process.

Find more information regarding drug-specific quantity limits at UHCprovider.com/NEcommunityplan. Please call the UnitedHealthcare Pharmacy Department at 800-310-6826 with questions.
Emergency Prescriptions

Provide a 72-hour emergency supply of a prescribed drug when a medication is needed without delay and prior authorization (PA) is not available. This applies to all drugs requiring a PA, either because they are non-preferred drugs on the Preferred Drug List, or because they are subject to clinical edits.

Dispense 72-hour emergency supply any time a PA cannot be resolved within 24 hours for a medication on the formulary appropriate for the member’s medical condition. If the prescribing care provider cannot be reached or is unable to request a PA, the pharmacy should submit an emergency 72-hour prescription.

A pharmacy can dispense a product packaged in a fixed and unbreakable dosage form, e.g., an albuterol inhaler, as an hour emergency supply. You will receive a response by telephone or other telecommunication device within 24 hours of a prior authorization request.

Restricted Services

UnitedHealthcare Community Plan Restricted Services is a program to control misuse and abuse of Medical Assistance services. Our Restricted Services Program is a mechanism for restricting Medicaid recipients to a specific care provider and/ or a specific pharmacy provider, this is also known as a lock in. Claims will not be paid if a member uses another pharmacy without prior authorization. We have the ability to communicate information related to our Restricted Services Program to notify both members and care providers. Restrictions do not apply to emergency services. Members are allowed to change care providers with cause.

Medication Therapy Management Program (MTM)

Through our Medication Therapy Management Program, we will assist our members in understanding their prescriptions and engage them in education about their medication and efforts to improve their compliance with prescribed medication regimens. The program focus is to educate members about how to effectively communicate about their preferences and needs with their prescribers to promote shared decision-making.

Pharmacy Claims Processing Information

Obtain information pertaining to claims processing information from UHCprovider.com/NEcommunityplan or learn.optumrx.com/pharmacymanual/index.html.

- Payer sheets
- Paper claim submission requirements
- Compound prescriptions requirements
- Prospective drug utilization review (DUR) response requirements
- Rx BIN: 610494
- Rx GRP: ACUNE
- Rx PCN: 4444

Medicare and other insurance copays may still apply.

Pharmacy Contact Information – Claims Assistance

Pharmacy - OptumRx Pharmacy Benefit Manager Technical Help Desk (pharmacies call): 877-231-0131

Monday through Friday, 8 a.m. – 8 p.m. CT and 7 a.m. – 7 p.m. MT.

Prescriber Prior Authorization Contact Information – Pharmacy Benefit Management

Pharmacy Services Call Center: 800-310-6826

Monday through Friday, 8 a.m. – 8 p.m. CT and 7 a.m. – 7 p.m. MT.

Pharmacy Services Fax: 866-940-7328

Prior Authorization request fax forms can also be found at UHCprovider.com/NEcommunityplan > Pharmacy Resources tab.

Provider Services Call Center

Provider Services Call Center: 866-331-2243

Monday through Friday 7 a.m. – 8 p.m. CT and 7 a.m. – 7 p.m. MT

This is an automated system. Please have your tax ID and NPI number ready.
You may obtain assistance on a wide variety of topics such as: covered services, fee schedules, member eligibility verification; prior authorization and referral procedures; provider credentialing/recredentialing status; filing care provider complaints, grievances and appeals; claims payment and dispute procedures; verifying member assignment to the care provider’s panel; referrals to the fraud and abuse hotline as necessary; pharmacy formularies/Preferred Drug List (PDL); and coordinating the administration of out-of-network services.
United Behavioral Health operating under the brand Optum is the administrator of mental health and substance use disorder benefits for UnitedHealthcare Community Plan members. The national Optum Network Manual generally applies to all types of business. There are some sections where differences may apply based on state law. This chapter does not replace the national Optum Network Manual; rather, it supplements the national manual by focusing on the core services and procedures specific to the Nebraska Heritage Health membership.

As a care provider, you must have a national provider identification (NPI) number and a Nebraska Medicaid provider identification number to render services for a Nebraska Heritage Health plan member and receive payment from the health plan. To request an ID number, go to the Nebraska Department of Health and Human Services website, [dhhs.ne.gov/medicaid/Pages/med_providerenrollment.aspx](dhhs.ne.gov/medicaid/Pages/med_providerenrollment.aspx), to the section titled: How to Enroll in the Nebraska Medicaid Program.

**NOTE:** Atypical providers do not have to have an NPI number, per Nebraska Medicaid. Nebraska Medicaid defines “atypical” providers as: MHCP (Medically Handicapped Children’s Program) clinics, MIPS (Medicaid in Public Schools), personal care aides, mental health personal care aides/community treatment aides, mental health home health care aides and non-emergency transportation providers. Not applicable for SSAD, MHCP and DPFS.

### Covered Services

Behavioral health covered services are for the treatment of mental, emotional and substance use disorders. UnitedHealthcare Community Plan service coordinators have an integrated care management program with medical and behavioral health providers of the health plan that include behavioral health clinicians to assist members and primary care providers (PCPs) in using and receiving services. Our Behavioral Health program uses Optum clinician center with patient resources accessible from the provider website, [providerexpress.com](providerexpress.com), and see Live and Work Well (LAWW) clinician center. Health condition centers can be located at the Clinical Resources tab at [providerexpress.com](providerexpress.com). These centers provide information and instruments for several mental health and substance abuse diagnoses, symptoms, treatment options, prevention and other resources in one, easy-to-access area to both behavioral clinicians and PCPs to share with patients. They are available to both behavioral clinicians and medical care providers to share with patients. The Provider Express Recovery and Resiliency page also includes tools to use when working with individuals who are addressing mental health and substance use issues.

#### Services for individuals younger than 20 years old, unless otherwise indicated.

- Crisis stabilization services (includes treatment crisis intervention).
- Inpatient psychiatric hospital (acute and sub-acute).
- Psychiatric residential treatment facility (age 19 and under).
- Outpatient assessment and treatment:
  - Partial hospitalization.
  - Day treatment.
  - Intensive outpatient.
  - Medication management.
  - Outpatient therapy (individual, family, or group).
  - Injectable psychotropic medications.
  - Substance use disorder treatment.
  - Psychological evaluation and testing.
  - Initial diagnostic interviews.
  - Sex offender risk assessment.
  - Community treatment aide (CTA) services.
  - Hospital observation room services (up to 23 hours and 59 minutes in duration).
  - Parent child interaction therapy.
  - Child-parent psychotherapy.
  - Applied behavioral analysis.
  - Multi-systemic therapy.
  - Functional family therapy.
  - Peer support services.
- Rehabilitation services
  - Day treatment/intensive outpatient.
  - CTA services.
Chapter 6: Behavioral Health Services

- Professional resource family care.
- Therapeutic group home.

Services for adults older than 21 years old:
- Crisis stabilization services (includes treatment crisis intervention).
- Inpatient psychiatric hospital (acute and sub-acute).
- Outpatient assessment and treatment:
  - Partial hospitalization.
  - Social detoxification.
  - Day treatment.
  - Intensive outpatient.
  - Medication management.
  - Outpatient therapy (individual, family, or group).
  - Injectable psychotropic medications.
  - Substance use disorder treatment.
  - Psychological evaluation and testing.
  - Electroconvulsive therapy.
  - Initial diagnostic interviews.
  - In-home psychiatric nursing.
  - Peer support services.
- Rehabilitation services
  - Dual-disorder residential.
  - Intermediate residential (SUD).
  - Short-term residential.
  - Halfway house.
  - Therapeutic community (SUD only).
  - Community support (MH & SUD).
  - Psychiatric residential rehabilitation.
  - Secure residential rehabilitation.
  - Assertive community treatment (ACT) and Alternative (Alt) ACT.
  - Day rehabilitation.

Eligibility

It is your responsibility to verify the member’s Medicaid eligibility prior to rendering service to a Nebraska Heritage Health plan member.

View eligibility online on the provider portal at [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan), contact Provider Services at 866-331-2243 or the Nebraska Medicaid Eligibility System (NMES) at 800-642-6092.

Authorizations

Members will be able to access all behavioral health outpatient services (mental health and substance use) without a referral.

Prior authorization may be required for services more intensive than standard outpatient, such as Intensive Outpatient Program, day treatment, partial, inpatient or residential. You must ensure the prior authorizations are in place before rendering non-emergent services.

Prior authorization requests for behavioral health services can be obtained by calling: 866-331-2243.

Prior authorization request forms specific to autism services are available at [providerexpress.com](http://providerexpress.com).

Portal Access

Website: [UHCprovider.com](http://UHCprovider.com)
This site will give you access to Link, the new gateway to UnitedHealthcare’s online tools. Use the tools to verify eligibility and benefit information, electronic claim submission, view claim status, and submit notifications/prior authorizations.

Website: [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan)
This site should be used view the prior authorization list, access forms, and access to the provider manual.

Customer Service Center phone number: 866-331-2243 to verify eligibility and benefit information (available 7 a.m. – 8 p.m. CT, Monday through Friday).

Website: [providerexpress.com](http://providerexpress.com)
This site should be used to update care provider practice information, review guidelines and policies, and to view the national Optum Network Manual.

Provider Service phone number: 877-614-0484
(Available 7 a.m. – 7 p.m. CT)
Appeals and Grievances

Call 866-556-8166 and a customer service representative will assist with the appeals and grievances process. The care provider may file an appeal or grievance within 60 calendar days of the notice of adverse benefit determination.

Written requests can be sent to:
United Behavioral Health Appeals and Grievances
P.O. Box 30512
Salt Lake City, UT 84130-0512

Fax: 855-312-1470

Claims

Care providers will submit claims using the current 1500 Claim Form (v 02/12) or UB-04 form, (its equivalent or successor) whichever is appropriate, with applicable coding including, but not limited to, ICD diagnosis code(s), CPT, revenue and HCPCS coding. Effective Oct. 1, 2015, in compliance with federal regulations, care providers will include all data elements necessary to process a complete claim including: the member number, customary charges for the MHSA services rendered to a member during a single instance of service, care provider’s federal tax ID number, national provider identifier (NPI), billing provider taxonomy code, billing provider NPI, rendering care provider NPI, billing provider nine-digit ZIP code, code modifiers and/or other identifiers requested.

In addition, care providers are responsible for billing all services in accordance with the nationally recognized CMS Correct Coding Initiative (CCI) standards. Please visit the CMS website for additional information on CCI billing standards. Although claims are reimbursed based on the network fee schedule or facility contracted rate, care providers claims should be billed with the care providers usual and customary charges indicated on the claim.

EDI/Electronic Claims: Electronic data interchange (EDI) is the exchange of information for routine business transactions in a standardized computer format; for example, data interchange between a practitioner (physician, psychologist, social worker) and a payer. You may choose any clearinghouse vendor to submit claims through this route. When sending claims electronically, routing to the correct claim system is controlled by the payer ID. For all UnitedHealthcare Community Plan claims use payer ID 87726.

Clinician Claim Forms: Paper claims can be submitted using the CMS 1500 Claim Form (v 02/12) the UB-04 claim form or their successor forms in accordance with your Agreement. The claims should include all itemized information such as diagnosis (ICD-10-CM code as listed in DSM-5), length of session, member and subscriber names, member and subscriber dates of birth, member identification number, dates of service, type and duration of service, name of the rendering clinician (i.e., individual who actually provided the service), credentials, tax ID and NPI numbers.

Facility Claim Forms: Paper claims billing a revenue code, or revenue code and CPT/HCPCS code as listed on the contract, should be submitted using the UB-04 billing format, or its successor. Paper claims billing CPT or HCPCS codes as listed on the contract should be submitted using the CMS-1500 billing format, or its successor. Claims should include all itemized information such as diagnosis (ICD-10-CM code as listed in DSM-5), member name, member date of birth, member identification number, dates of service, procedure or revenue codes, name of facility and federal tax ID number of the facility, NPI of the facility and admitting care provider, taxonomy code and billed charges for the services rendered. After receipt of all of the above information, participating facilities are reimbursed according to the appropriate rates as set forth in the facility’s agreement. Facilities may file claims through an EDI vendor.

Paper claims can be submitted to the following address:
UnitedHealthcare
P.O. Box 31365
Salt Lake City, UT 84131

For Claims/Customer Service, call: 866-331-2243
Chapter 7: Medical Management

Referral Guidelines

You are responsible for initiating and coordinating referrals of members for medically necessary services beyond the scope of your practice. You are expected to monitor the progress of referred members’ care and help ensure members are returned to their care as soon as medically appropriate. We require prior authorization for all out-of-network referrals. The request is generally processed like any other authorization request. 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 generally approved for, but not limited, to the following circumstances:

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

Out-of-network referrals are monitored on an individual basis and trends related to individual care providers or geographical locations are reported to Network Management to assess root causes for action planning and if contracting opportunities exist.

Emergency Care Resulting in Admissions

Prior authorization is not required for emergency services.

Emergency care should be rendered at once, with notification of any admission to the Prior Authorization Department at 866-604-3267 or fax your Prior Authorization Form by 5 p.m. the next business day to 866-622-1428. The Prior Authorization Form can be located at UHCprovider.com/NEcommunityplan > select Provider Forms and References.

Health Services Department nurses review emergency admissions within one working day of notification. UnitedHealthcare uses evidence-based, nationally accredited, clinical criteria for appropriateness of care determinations. If medical necessity does not appear to be met, the request will be sent to a care provider for review. UnitedHealthcare Community Plan does not reward for denials or provide financial incentives that encourage underutilization.

Inpatient admission starts at the time you write that a member’s condition has been determined to meet an acute inpatient level of stay.

Care in the Emergency Room

Prior authorization is not required for the medical screening. UnitedHealthcare Community Plan provides coverage for these services without regard to the emergency care provider’s contractual relationship with UnitedHealthcare Community Plan. Emergency services, i.e., care provider and outpatient services furnished by a qualified care provider necessary to treat an emergency condition, are covered both within and outside UnitedHealthcare Community Plan’s service area.

An emergency is defined as a medical or behavioral condition, which manifests itself by acute symptoms of sufficient severity, including severe pain, that a prudent layperson possessing an average knowledge of medicine and health, could reasonably expect in the absence of immediate medical attention to result in:

- Placing the health of the person afflicted with such condition in serious jeopardy (or, with respect to a pregnant woman, the health of the woman or her unborn child), or in the case of a behavioral condition, perceived as placing the health of the person or others in serious jeopardy
- Serious impairment to such person’s bodily functions
- Serious dysfunction of any bodily organ or part of such person
- Serious disfigurement of such person

Admission Authorization and Prior Authorization Guidelines

All UnitedHealthcare Community Plan admission authorizations must contain the following information:

- Patient name and ID number;
- Facility name and tax identification number (TIN) or national provider identification (NPI) number;
- Admitting/attending care provider name and TIN/NPI;
- Description for admitting diagnosis of ICD CM code; and
- Admission date.
NOTE: You can use the UnitedHealthcare ICD-10-CM Code Lookup Tool to determine a diagnosis code from ICD-9 leading issue ICD-10 and vice versa. The tool was developed using the Centers for Medicare and Medicaid Services (CMS) General Equivalence Mappings (GEMs) as a baseline, focusing on the high volume codes most frequently submitted to UnitedHealthcare claim platforms. Please use this link: icd10codelookup.smartbaselink.com.

All UnitedHealthcare Community Plan prior authorizations must contain the following information:

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

If you have questions, please call Prior Authorization Intake at 866-604-3267. The Prior Authorization Fax Request Form can be located at UHCprovider.com/NEcommunityplan > select Provider Forms and References.

For Mental Health and Substance Use Disorder authorizations, please reference Chapter 6 for specific information.

Services Requiring Prior Authorization

For a list of services that require prior authorization, please go to UHCprovider.com/NEcommunityplan > Prior Authorization and Notification tab.

Direct Access Services – Native Americans

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

Seek Prior Authorization/Notify UnitedHealthcare Within the Following Time Frames:

Inpatient Admissions After Ambulatory Surgery Notify UnitedHealthcare Community Plan within one business day of an inpatient admission.

Non-Emergency Admissions and/or Outpatient Services (Except Maternity)
Seek prior authorization at least 14 business days prior to non-emergent, non-urgent facility admissions and/or outpatient services. In cases in which the admission is scheduled less than five business days in advance, notify at the time the admission is scheduled.

Responding to Prior Authorization Requests

The UnitedHealthcare Community Plan Pre-Service Review Team will make determinations on authorization request and will notify requesters of approval or denial of the requested authorization.

- STANDARD Request (Elective/Routine/Non-Urgent)
  - A decision and notification will be made no later than 14 calendar days following the receipt of the request, with a possible extension of up to 14 days if the member or you requests an extension, or if there is justification for additional information and the delay is the member’s best interest. 42 C.F.R. 438.210.

- EXPEDITED Request (Urgent)
  - These requests should ONLY be made when the standard time frame could seriously jeopardize the member’s life, health, or ability to attain, maintain or regain maximum function. A decision and notification will be made no later than 72 hours following the receipt of the request, with a possible extension of up to 14 days if the member or care provider requests an extension or if there is justification for additional information and the delay is in the member’s best interest. 42 C.F.R. 438.210.

Serious Reportable Events and Reportable Adverse Incidents

Consistent with the Affordable Care Act administered through the Centers for Medicare and Medicaid Services (CMS), UnitedHealthcare Community Plan will implement the requirements related to the Provider Preventable Conditions initiative which includes: 1) adjustment of reimbursement for health care acquired conditions (HCAC), 2) present on admission (POA) indicator requirement 3) no reimbursement
for ‘never events’ and 4) other provider preventable conditions (OPPC) as defined by any additional state regulations that are in place that expand or further define the CMS regulations.

**Health Care Acquired Conditions**

Hospital reimbursement will be adjusted in cases when one of the selected conditions is acquired during hospitalization (i.e., was not present on admission). The case is paid as though the secondary diagnosis is not present. CMS has identified the following to be health care acquired conditions (HCAC) because they:

(a) Are high cost, high volume or both,

(b) Result in a higher payment when present as a secondary diagnosis

• Payment may be adjusted based on the assignment of a case to an MS-DRG of a higher value as a result of the secondary diagnosis

• For non-DRG reimbursement methodologies, payment may be adjusted if the health plan can reasonably isolate for nonpayment the portion of the payment directly related to treatment for, and related to, the care provider-preventable conditions,

AND

(c) Could reasonably have been prevented through the application of evidence-based guidelines.

UnitedHealthcare Community Plan will consider the following to be health care acquired conditions (HCAC) if not present on admission (POA) based on the list of diagnoses provided in the CMS regulations:

• Foreign object retained after surgery

• Air embolism

• Blood incompatibility

• Stage III and IV pressure ulcers

• Falls and trauma causing:
  – Fractures
  – Dislocations
  – Intracranial injuries
  – Crushing injuries
  – Burns
  – Electric shock

• Manifestations of poor glycemic control causing:
  – Diabetic ketoacidosis
  – Nonketotic hyperosmolar coma
  – Hypoglycemic coma
  – Secondary diabetes with ketoacidosis
  – Secondary diabetes with hyperosmolarity

• Catheter-associated urinary tract infection (UTI)

• Vascular catheter-associated infection

• Surgical site infection following:
  – Coronary artery bypass graft (CABG) — mediastinitis
  – Cardiac implantable electronic device (CIED)
  – Bariatric surgery
    • Laparoscopic gastric bypass
    • Gastroenterostomy
    • Laparoscopic gastric restrictive surgery
  – Orthopedic procedures
    • Spine
    • Neck
    • Shoulder
    • Elbow

• Deep vein thrombosis (DVT)/Pulmonary embolism (PE) following: **
  – Total knee replacement
  – Hip replacement

• Iatrogenic pneumothorax with venous catheterization

**NOTE: Obstetric and pediatric patients are excluded from the Deep vein thrombosis/Pulmonary embolism component only.

There will be no reduction in payment if the condition is indicated to be present on admission (POA) by utilizing the appropriate POA indicator on the submitted claim. UnitedHealthcare Community Plan will identify HCAC claims based on the appropriate use of the POA indicator. Claims that do not have the POA indicator included may be subject to denials and required to re-submit. POA indicator is not required on skilled nursing facility (SNF) claims.

**Other Provider Preventable Conditions**

1. Also included in the Medicaid payment adjustments for care provider-preventable conditions including HCACs regulations is the “Never Events” non-coverage component. Consistent with CMS, UnitedHealthcare
Community Plan will not reimburse for a surgical or other invasive procedure, or for services related to a particular surgical or other invasive procedure when any of the following are erroneously performed:

- A different procedure altogether
- The correct procedure but on the wrong body part
- The correct procedure but on the wrong patient

Please refer to the “Wrong Surgical or Other Invasive Procedures Policy” for further details.

2. UnitedHealthcare Community Plan will align with any state-specific initiatives as they are approved by CMS and implemented by the individual states.

Present on Admission (POA)

The POA indicator is required on all inpatient claims submitted on a UB-04 form, its electronic equivalent or its successor form. A POA indicator is required on any diagnosis that is not exempt from the requirement per CMS. All facilities are required to use the appropriate POA indicators unless a particular state has requested and received an exception from CMS to exclude certain types of facilities.

### Appropriate POA indicators are:

<table>
<thead>
<tr>
<th>Indicator</th>
<th>Description</th>
<th>Payment/Condition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Y</td>
<td>Diagnosis was present at time of inpatient admission.</td>
<td>Payment made for condition</td>
</tr>
<tr>
<td>N</td>
<td>Diagnosis was not present at time of inpatient admission.</td>
<td>No payment made for condition</td>
</tr>
<tr>
<td>U</td>
<td>Documentation insufficient to determine if condition was present at the time of inpatient admission.</td>
<td>No payment made for condition</td>
</tr>
<tr>
<td>W</td>
<td>Clinically undetermined. Care provider unable to clinically determine whether the condition was present at the time of inpatient admission.</td>
<td>Payment made for condition</td>
</tr>
<tr>
<td>1</td>
<td>Exempt from POA reporting. This code is the equivalent of a blank on the UB-04, however, it was determined that blanks were undesirable.</td>
<td>Exempt from POA reporting</td>
</tr>
</tbody>
</table>

Additional information can be found at [medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Financing-and-Reimbursement/Downloads/PPCFFAQ-41012.pdf](https://medicaid.gov/Medicaid-CHIP-Program-Information/By-Topics/Financing-and-Reimbursement/Downloads/PPCFFAQ-41012.pdf)

### Reimbursement

UnitedHealthcare Community Plan authorization does not ensure reimbursement for all services provided. You should:

- Determine that the member is eligible on the date of service by using [UHCprovider.com/NEcommunityplan](https://UHCprovider.com/NEcommunityplan), contacting UnitedHealthcare Community Plan’s Provider Services Department 866-331-2243, or the Nebraska Medicaid Eligibility System (NMES) by calling 800-642-6092.
- Submit appropriate and requested documentation to support the medical necessity of the requested procedure.
- Be aware that the services provided may be outside the scope of what was authorized by UnitedHealthcare Community Plan.
- Determine if the member has other insurance that should be billed first.

Even with a valid prior authorization number, you will be reimbursed only for covered services as designated by your contract with UnitedHealthcare Community Plan.

UnitedHealthcare Community Plan will not reimburse:

- Services not determined by UnitedHealthcare to be medically necessary.
- Non-covered services
- Services provided to members who are not enrolled on the date(s) of service

### Determination of Medical Necessity

UnitedHealthcare Community Plan evaluates medical necessity according to the following standard.

Medically necessary services or supplies are those necessary to:

- Prevent, diagnose, correct, prevent the worsening of, alleviate, ameliorate, 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 or causes suffering or pain or results in illness or infirmity;
• Prevent the deterioration of a condition;
• Promote the development or maintenance of maximal functioning capacity in performing daily activities, taking into account both the functional capacity of the individual and those functional capabilities that are appropriate for individuals of the same age;
• Prevent or treat a condition that threatens to cause or aggravate a handicap or cause physical deformity or malfunction and there is no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the member.

Care Management
UnitedHealthcare Community Plan provides care management services to members who require service coordination due to complex medical conditions or serious psychosocial issues that impact their ability to obtain appropriate care. The UnitedHealthcare Community Plan Medical Care Management Department has assessment tools to help identify members who may be at risk for multiple hospital admissions increased medication usage, or would benefit from a multidisciplinary approach to their medical or psychosocial needs. Programs are available to assist members with chronic conditions such as diabetes, asthma, and obesity.

You may refer candidates for case management by contacting Care Management at 877-856-6351. Additionally, UnitedHealthcare Community Plan provides the Healthy First Steps program which proactively manages pregnant women. They can be reached at 877-813-3417.

Evidence-based Clinical Guidelines
UnitedHealthcare has adopted evidence-based clinical guidelines to guide our quality and health management programs.

You may request a copy of our guidelines by logging on to UHCprovider.com/NEmycommunityplan.

Utilization Management Guidelines
UnitedHealthcare uses MCG Care Guidelines as our Utilization Management Guidelines.

If you have any questions about the guidelines or would like a copy of a specific guideline, please contact the UnitedHealthcare Community Plan Medical Management Department at 877-856-6351.

You are offered an opportunity to discuss the requested services with the care provider who will make the decision by contacting 877-856-6351.

Utilization Management is based on a member’s medical condition and is no way influenced by financial incentive of any kind. UnitedHealthcare Community Plan pays its contracted PCPs and specialists on a fee-for-service basis. We also pay contracted hospitals and all other types of care providers in the UnitedHealthcare Community Plan network on a fee-for-service basis. The plan’s Utilization Management staff works with you to help ensure members receive the most appropriate care in the place best suited for the needed services. The care providers and staff are expected to encourage appropriate utilization and to discourage underutilization. The Utilization Management staff does not receive incentives for any utilization management decisions they make.

Find medical policies and coverage determination guidelines at UHCprovider.com/NEmycommunityplan > Policies and Clinical Guidelines.

Utilization Management (UM) Appeals
These appeals contest UnitedHealthcare Community Plan’s utilization management decisions. They are appeals of our determination that an admission, extension of stay, level of care, or other health care services, based on review of the information available to us, is not medically necessary or is considered experimental or investigational. There also can be appeals of denials of any admission, extension of stay or other health care service due to reasons such as late notification or lack of complete or accurate information. Any member, member’s designee, physician, or care provider who is dissatisfied with any aspect of UnitedHealthcare Community Plan’s utilization management decisions, has a right to file a UM appeal.
The care provider may file an appeal within 60 calendar days of the notice of adverse benefit determination. The request and a copy of the medical record should be mailed to:

UnitedHealthcare Community Plan
P.O. Box 31364
Salt Lake City, UT 84131

Resolution of a standard appeal is 30 calendar days.

You may request an expedited 72-hour appeal if a delay would seriously jeopardize the life, health, or ability to attain, maintain or regain maximum function. Resolution of an expedited appeal is 72 hours.

You may request an expedited appeal by calling 866-331-2243.

Use the expedited appeal when the appeal involves, but is not limited to:

- Continued or extended health care services, procedures, or treatments;
- Additional services for a member undergoing a course of continued treatment;
- A denial in which you believe an immediate appeal is warranted; or
- When the standard time frame could seriously jeopardize the life, health, or ability to attain, maintain or regain maximum function.

A request for a Nebraska State Fair Hearing may be made within 120 calendar days from the appeal decision notice by writing to:

Department of Health and Human Services
MLTC Appeal Coordinator
P.O. Box 94967
Lincoln, NE 68509-4967

A copy of the medical record should accompany the hearing request. Note: UnitedHealthcare Community Plan appeals must be exhausted prior to requesting a State Fair Hearing. A copy of the clinical criteria used in making utilization management decisions may be obtained by contacting the UnitedHealthcare Community Plan Utilization Management.

Concurrent Review Guidelines

Review is conducted on-site at the facility or telephonically for each day of the stay using MCG Care Guidelines criteria. You must cooperate with all requests for information, documents or discussions from the health plan for purposes of concurrent review including, but not limited to, clinical information on patients’ status and discharge planning. When criteria are not met, the case is referred to a medical director for determination. The health plan will deny payment for hospital days that do not have a documented need for acute care services. The health plan requires that your progress notes be charted for each day of the stay. Failure to document will result in denial of payment.

Inpatient Concurrent Review: Clinical Information

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, treatment plan, admission order, patient 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 the 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. You must provide all requested and complete clinical information and/or documents as required within four hours of receipt of our request if it is received before 1 p.m. local time, or make best efforts to provide requested information within the same business day if the request is received after 1 p.m. local time (but no later than 12 p.m. local time the next business day).

UnitedHealthcare Community Plan uses MCG (formally Milliman Care Guidelines), 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, skilled nursing facilities, home health care and ambulatory facilities.

Emergency/Urgent Care

In the event of an emergency, the member should seek immediate care at the closest emergency room (ER). If the member needs assistance in getting to the ER, they may call 911. Members do not need a referral from their PCP to use the ER. The member can expect to be seen within an hour to determine the extent of their illness or injury. Members have
been instructed to contact their PCP as soon as they can after receiving emergency care. There is no cost to the member for ER services or emergency ambulance services.

After the member has received emergency care, the hospital must request approval within one hour for pre-approval for additional care to help ensure the member remains in stable condition. If the health plan does not respond within one hour or cannot be reached, or if the health plan and attending care provider do not agree on the member’s care, the health plan must give the treating care provider the opportunity to talk with the health plan’s medical director. You may continue with care until the health plan’s care provider is reached or one of the approved guidelines are met:

1. A health plan care provider with privileges at the treating hospital assumes responsibility for the member’s care.
2. A health plan care provider assumes responsibility for the member’s care through transfer to another place of service.
3. An MCO representative and the treating care provider reach an agreement concerning the member’s care.
4. The member is discharged.

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 are not financially responsible for these services.

Should a member require emergency services outside of his or her service area, the same applies as above.

**Restrictive Services (Lock-In) Program**

Restricted Services is a method used by UnitedHealthcare Community Plan to limit the medical services of a member who has been determined to be over-utilizing services provided by Nebraska Medicaid without infringing on the member-care provider choice.

A UnitedHealthcare Community Plan member may be referred to restricted services by the care provider, pharmacy, hospital facility or Managed Care Plan. Requests of restricted services and documentation can be submitted to UnitedHealthcare Community Plan for review.

UnitedHealthcare Community Plan
Restrictive Services
2717 North 118th Street, Suite 300
Omaha, NE 68164
800-284-0626

Based on determination made by UnitedHealthcare Community Plan, the member may be placed on one of the following category restrictions:

- **Category 1**: One pharmacy
- **Category 2**: One pharmacy and one primary care provider
- **Category 3**: One pharmacy, one primary care provider and one Hospital
- **Category 4**: One pharmacy and one prescribing care provider
- **Category 9**: All medical services

The health plan may assist in finding a new PCP for the member, however, it is the member’s responsibility to make the initial call to the new care provider and disclose they are under restricted services. The new PCP may choose to refuse the member, but must agree to see them for 30 days if they have open slots and are accepting new patients. The member will identify the care provider(s) or facility they agree to receive restricted services from.

The health plan’s restricted service clinical team consists of the medical director, pharmacists and nurses, along with input from a PCP, a behavioral health representative and care managers (as applicable) for identified individuals who meet criteria for the restricted service program. The clinical team meets monthly to review information related to claims data, clinical notes, and medication history, where they determine if the individual meets the criteria to be put in the restricted service program. If a member is identified as meeting the criteria, a letter is sent out notifying them and discusses their ability to appeal the decision.

**Neonatal Resource Services (NICU Case Management)**

Our Neonatal Resource Services program manages NICU cases, inpatient and post-discharge, to reduce costs and improve outcomes.

Our dedicated team of NICU nurse case managers, social workers and medical directors collaborate to provide education and family support.

**Neonatal Resource Services (NRS)**

Neonatal Resource Services (NRS) Program helps to ensure quality of care and efficiency in treatment of NICU babies. The NRS Program eligible member is defined as a newborn who has been admitted to the NICU upon birth (including babies that get
transferred from PICU to NICU) and/or any baby previously in a NICU who is readmitted within 30 days of NICU discharge. All babies admitted to the NICU will be followed by NRS (detained babies will also be eligible for the program for the initial inpatient hospitalization only).

NRS neonatologists and NICU nurses proactively manage NICU patients through evidence-based medicine and the use of care plans.

The NRS nurse case manager will:

- Collaborate with the family, care provider and discharge planner on a coordinated discharge to ensure timely provision of care and delivery of services
- Develop alternate strategies for care management interventions (as needed)
- Facilitate the discharge
- Coordinate services post-discharge as required

The NRS program includes a multidisciplinary approach to case management in the 30 day post discharge period. The NRS nurse case manager’s role is comprehensive and includes:

- Discharge planning and facilitation of timely release
- Coordination of alternative care options, including home care, equipment and skilled nursing
- Post-discharge support for 30 days, except detained babies
- Educating parents and families on local community resources and support services available
- Case managers provide benefit solutions to families to ensure appropriate services for the neonate

HFS-Maternal Care Model

The objective of the HFS-Maternal care model is to create a structure that consistently:

- Increases early identification and enrollment of expectant mothers
- Assesses each member’s risk level and directs them to proper care
- Increases the member’s understanding of pregnancy and newborn care
- Encourages pregnancy and lifestyle self-management
- Encourages appropriate pregnancy, postpartum and infant care provider visits
- Fosters a care provider-member partnership for care in non-emergent settings

Access to Care Providers in Key Specialties

Medical support for the Healthy First Steps Model is provided by care providers who are board certified in maternal and neonatal medicine. These care providers are providing clinical supervision and education to our staff, as well as conducting peer-to-peer discussions with care providers. The HFS program is responsible for helping ensure members receive the services and education they need at the right time, in the right place and according to specific member needs.

Please note these care provider OB referral numbers:
Phone: 800-599-5985
Fax: 877-353-6913

Healthy First Steps (Maternity Care Management)

Designed to improve birth outcomes and reduce Neonatal Intensive Care Unit (NICU) admissions, the Healthy First Steps program uses early identification to:

- Help overcome common social and psychological barriers to prenatal care;
- Increase member understanding of the importance of early prenatal care;
- Increase the mother’s self-efficacy by identifying and building the mother’s support system;
- The Women, Infants, and Children Program (WIC) services program;
- Help ensure appropriate postpartum and newborn care;
- Develop the care provider-member partnership and relationship before and after delivery.

Home Care and All Prior Authorization Services

Home Care should be pre-certified by the agency or the hospital discharge planner ordering the home care by calling the Prior Authorization Department at 866-604-3267 or sending a fax to 866-622-1428.

Healthy First Steps

Healthy First Steps™ (HFS) is a program aimed at improving birth outcomes that is focused on managing pre-natal and postpartum care of pregnant members.
It is an expectation that providers caring for pregnant women and women with dependent children will coordinate referrals to appropriate community programs and services such as the Women, Infants, and Children Program (WIC) services program.

**Baby Blocks™ Program**

Baby Blocks™ is a web-based, mobile tool to remind and reward pregnant women and new mothers to receive prenatal, postpartum and well-child care. Baby Blocks™ is available to UnitedHealthcare Community Plan members who are either pregnant or newborn.

**Baby Blocks™ Benefit**

Baby Blocks engages patients with a personalized, interactive tool that provides appointment reminders by text or email message. Members who enroll early in their pregnancy can earn up to eight rewards by adhering to prenatal and postpartum recommendations of the American Congress of Obstetricians and Gynecologists and well-baby recommendations by the American Academy of Pediatrics.

**How it Works**

1. UnitedHealthcare Community Plan members are invited by care provider, mail, and phone call to enroll in Baby Blocks.
2. Members enter information about their pregnancy and upcoming appointment at UHCBabyBlocks.com.
3. Members are reminded of upcoming appointments and are prompted to record completed visits at UHCBabyBlocks.com.
4. At milestones throughout the program, members choose a reward for themselves or their baby.

**How You Can Help**

1. Identify UnitedHealthcare Community Plan members during prenatal visits.
2. Share a Baby Blocks brochure with the member and discuss the program benefits.
3. Encourage the member to enroll at UHCBabyBlocks.com.

Members must self-enroll on a smartphone or computer by going to UHCBabyBlocks.com and clicking on “Sign Up Here.”

**Early Intervention Program**

Early Intervention promotes the development of infants and toddlers with developmental challenges, delays and certain disabling conditions. The program provides service to eligible children from birth to three years of age, and their families.

If you believe you are treating a child who may be in need of such services, please refer to the appropriate Early Intervention regional site.

For more information, call the Nebraska CHILDFIND at 888-806-6287.

**Lead Screening/Treatment**

Children with an excess of 15 mg/dl lead blood level must be referred to the Department of Health Lead Program at 888-242-1100. Care management services are available to children with high lead levels. Call 877-856-6351 to refer the child to our Lead RN.

**Second Opinion Benefit**

If a UnitedHealthcare Community Plan member for whom a treatment or surgical procedure is being recommended, requests a second opinion, the cost of the second opinion will be covered by UnitedHealthcare Community Plan. Scheduling the appointment for the second opinion should adhere to the access standards established by the NE DHHS MLTC. These access standards are defined in Chapter 2. The care provider or surgeon rendering the second opinion must not be affiliated with the attending care provider.

**Criteria:**

A. The member’s primary PCP is responsible for referring the member to a network care provider for a second opinion. Care providers will forward a copy of all relevant records concerning the first opinion to the second opinion care provider prior to the appointment date. The care provider furnishing the second opinion will then forward his or her report to the member’s PCP and treating care provider, if different. The member is allowed to participate with the PCP in selecting the care provider.

B. If a network care provider is not available, UnitedHealthcare will arrange for a consultation with a non-participating care provider. Network care provider should contact the health plan at 800-641-1902.
C. Once the second opinion has been given, the member and their PCP discuss information gathered from both evaluations.

D. If follow-up care is recommended, the member consults with their PCP prior to receiving treatment for appropriate referrals and/or approvals.

NurseLine

NurseLine is available at no cost to our members, 24 hours a day, seven days per week (877-543-4293). Members may call NurseLine to determine if they need to go to the urgent care center, the emergency room, or to schedule an appointment with their primary care provider. Our nurses also help members with education and information about staying healthy.
Primary care providers are expected to adhere to the EPSDT periodicity schedule adopted by Nebraska Medicaid for all members (including women who are pregnant) under age 21. EPSDT screening includes: immunizations, hearing, vision, and speech screening; nutritional assessment, dental screening, growth and development tracking.

Below is the link to NE DHHS MLTC for the criteria regarding Health Checks and Treatment Services for Conditions disclosed during Health Checks (EPSDT). Please reference Chapter 33. [dhhs.ne.gov/Pages/reg_t471.aspx](dhhs.ne.gov/Pages/reg_t471.aspx)

**Physician and Care Provider Coding**

UnitedHealthcare Community Plan is required to report compliance with EPSDT standards to the state and will do so based upon claims data and chart review. **Appropriate ICD CM Code and CPT coding are crucial to this effort.** You can use the [UnitedHealthcare ICD-10-CM Code Lookup Tool](icd10codelookup.smartbaselink.com/) to determine a diagnosis code from ICD-9 to ICD-10 and vice versa. The tool was developed using the Centers for Medicare and Medicaid Services (CMS) General Equivalence Mappings (GEMs) as a baseline, focusing on the high volume codes most frequently submitted to UnitedHealthcare claim platforms. Please use: [icd10codelookup.smartbaselink.com/](icd10codelookup.smartbaselink.com/).

**Procedure and ICD CM Codes**

If a member presents for a preventive or well visit, the codes are as follows:

- **Newborn**: 99431-99433, ICD10 = Z00.129 or Z00.121: Routine infant or child health check, development testing of infant or child. ICD10 = Z38.00 through Z38.2.
- **Child**: 99381-99384, ICD10 = Z00.129 or Z00.121: Routine infant or 99391-99394 child health check, development testing of infant or child.
- **Adult**: 99385 and ICD10 = Z00.00 or Z00.01: Routine general 99395 medical exam at health care facility; health checkup. OR
- **ICD10 = Z00.8**: Unspecified general medical exam.

If the member also has a medical diagnosis addressed at the visit, use the appropriate ICD CM Code in addition to one of the above-noted “Z” codes.

Whenever one of the previously-listed codes is used, UnitedHealthcare Community Plan will assume that an EPSDT exam for a given age category has been performed.

Childhood immunizations are provided through the Vaccines for Children program (VFC). Claims for administered vaccines should be billed with the correct vaccine-specific CPT codes. Vaccine administration fees are reimbursable when submitted with an appropriate modifier. UnitedHealthcare Community Plan is unable to reimburse for private stock vaccines when they are available through VFC.

**Correct Referral Indicator Listed on the Claim:**

- **AV**: Patient refused referral;
- **S2**: Patient is currently under treatment for diagnostic or corrective health problem;
- **NU**: No referral given; or
- **ST**: Referral to another care provider for diagnostic or corrective treatment.

If a referral indicator is not listed the claim will be denied.

**Immunization Data – Required State Reporting**

Care providers are required to submit immunization data to the Nebraska State Immunization Information System. The Nebraska State Immunization Information System (NESIIS) is a secure, statewide, web-based system that has been developed to connect and share immunization information among public clinics, private care provider offices, local health departments, schools, hospitals, and other health care facilities that administer immunizations. For more information go to [dhhs.ne.gov/publichealth/Pages/nesiis_index.aspx](dhhs.ne.gov/publichealth/Pages/nesiis_index.aspx).
Chapter 9: Dental Services

Covered Dental Services

For dental services performed in an outpatient setting, UnitedHealthcare Community Plan will cover the facility and anesthesia services when deemed as medically necessary. Facility charges require a prior authorization.

Facility services require a prior authorization. Call: 866-604-3267 or fax: 866-622-1428.

Non-Covered Dental Services

Routine dental services are not covered by UnitedHealthcare Community Plan but under Managed Care of North America Insurance Company.

For assistance with dental services please contact Managed Care of North America Insurance Company (MCNA) at 844-353-6262, TTY 800-833-7352 or mcnane.net.
Chapter 10: Member Rights and Responsibilities

UnitedHealthcare Community Plan’s member handbook contains a section regarding the member rights and responsibilities when accessing services. UnitedHealthcare members are asked to treat you and your staff with respect and courtesy.

Privacy Regulations

HIPAA privacy regulations provide comprehensive federal protection for the privacy of health care information. These regulations control the internal uses and the external disclosures of health information. The privacy regulations also create certain individual patient rights.

Access to Protected Health Information

UnitedHealthcare Community Plan members have the right to access health information maintained in a designated record set held at your office or at the health plan. Members may make a request to see and obtain a copy of certain health information UnitedHealthcare Community Plan maintains electronically, such as medical records and billing records. They may also make a request of you to obtain copies of their health information maintained electronically. If members health information is maintained electronically, members may request the health plan or you send a copy of their electronic health information in an electronic format. They may also request that a copy of their health information be provided to a third party they identify.

Amendment of PHI

UnitedHealthcare Community Plan members have the right to request information held by you or health plan be amended if they believe the information to be inaccurate or incomplete. Any request for amendment of PHI must be in writing and provide reasons for the requested amendment. The request must be acted on within 60 days. This limit may be extended for a period of 30 days with written notice to the member. If the request is denied, members may have a statement of disagreement added to members health information.

Accounting of Disclosures

UnitedHealthcare Community Plan members have the right to request an accounting of certain disclosures of his or her PHI made by you or the health plan during six years prior to the request. This accounting must include disclosures by business associates. The accounting will not include disclosures of information made:

(i) for treatment, payment and health care operations purposes;
(ii) to members or pursuant to members authorization; and
(iii) to correctional institutions or law enforcement officials; and
(iv) other disclosures for which federal law does not require UnitedHealthcare Community Plan to provide an accounting.

Right to Request Restrictions

Members have the right to request restrictions on their PHI uses and disclosures for treatment payment and health care operations. Such a request may be denied, but if it is granted, the covered entity is bound by any restriction to which is agreed and these restrictions must be documented. You and the health plan must agree to the individual’s request to restrict disclosure. Members have the right to request restriction on uses or disclosures of their information for treatment, payment, or health care operations.

In addition, members may request to restrict disclosures to family members or to others who are involved in their healthcare or payment for their health care.

Members have a right to request confidential communications from the care provider or health plan to be received at an alternative location or by alternative means. You will accommodate reasonable requests and may not require an explanation from the member as to the basis for the request, but may require the request be in writing. A health plan must accommodate reasonable requests if the member clearly states the disclosure of all or part of that information could endanger the member.

Right to Request Confidential Communications

Members have the right to request that communications from you or the health plan be received at an alternative location or by alternative means. You will accommodate reasonable requests and may not require an explanation from the member as to the basis for the request, but may require the request be in writing. A health plan must accommodate reasonable requests if the member clearly states the disclosure of all or part of that information could endanger the member.
Native American Access to Care

Native American members can access care to tribal clinics and Indian hospitals without prior authorization. Native American Access and Member Rights and Responsibilities can be found in the member handbook at the web link below and found under “Learn More, UnitedHealthcare Community Plan. Select Member information”.

UHCprovider.com/NEcommunityplan

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

Chapter 10: Member Rights & Responsibilities

Member Rights and Responsibilities

**Member Rights**

Members have the right to the following:

- Request information on advance directives.
- Be treated with respect, dignity and privacy.
- Courtesy and prompt treatment.
- Receive culturally competent assistance including having interpreter services during appointments and procedures.
- Receive information about UnitedHealthcare Community Plan, your rights and responsibilities, your benefit plan and which services are not covered.
- Know the qualifications of your health care providers.
- Give your consent for treatment unless you are unable to do so because your life or health is in immediate danger.
- Discuss any and all treatment options with your care provider without interference from us.
- Refuse treatment through an advance directive or withhold your consent for treatment.
- Be free from any form of restraint or seclusion used as a means of coercion, discipline, retaliation, convenience or to force you to do something you don’t want to do.
- Obtain available and accessible health care services covered by the health plan.
- Receive information about our network care providers and practitioners, and choose a care provider from our network.
- Change your care provider at any time for any reason.
- Tell us if you are not satisfied with your treatment or with UnitedHealthcare Community Plan; when you tell us, you can expect a timely response from us.
- Appeal any payment or benefit decision we make.
- Request and review your medical records maintained by your care provider and request changes and/or additions to any area you feel is needed.
- Be given information about your illness or condition, understand your treatment options and alternatives, presented in a manner appropriate to your condition and ability to understand the information, regardless of cost or whether such services are covered by UnitedHealthcare Community Plan, and participate with your care providers in making decisions about your health care including the right to refuse treatment.
- Get a second opinion with a network care provider.
- Expect that health care professionals are not prohibited or otherwise restricted from advising you about your health status, medical care or treatment regardless of benefit coverage.
- Make suggestions about UnitedHealthcare Community Plan’s member rights and responsibilities policies.
- You have the right to additional information upon request, such as information on how your health plan works and a care provider’s incentive plan, if they apply.

**Member Responsibilities**

- Understand your benefit plan and follow it to obtain the most benefits.
- Show your ID card to care providers; prevent others from using your ID card.
- Give health care providers true and complete information; ask questions about your treatment so that you understand.
- Work with your care provider to set treatment goals and follow the treatment plan you and your care provider agree upon.
- Get to know care provider before they are sick.
- Keep appointments or tell you when they cannot keep the appointment.
- Treat UnitedHealthcare Community Plan staff, care providers and their staff with respect and courtesy.
- Tell us their opinions, concerns and complaint.
- Get any approvals needed before receiving treatment.
- Use the emergency room only when there is a serious threat to life or health.
- Notify us of any change in address or family status.
• Make sure each care provider is in the network.
• Follow the advice of care providers and understand possible results if they do not follow your advice.
• Give care providers and us information that could help improve their health.

We tell our members they have certain rights and responsibilities, all of which are intended to 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 Insurance (NCQA) are:

1. A responsibility to supply information (to the extent possible) that the organization and its care providers need to provide care.
2. A responsibility to follow plans and instructions for care that they have agreed to with their care providers.
3. A responsibility to understand their health problems and participate in developing mutually agreed-upon treatment goals, to the degree possible.
Chapter 11: Medical Records

Medical Records

A member’s medical record is the property of the care provider who generates the record. Medical records include those maintained by PCPs or other care providers, as well as but not limited to, those kept in placement settings such as nursing facilities, assisted living facilities, and other home and community based providers.

Each member is entitled to a copy of his or her medical record at no cost.

A medical record (hard copy or electronic) is established when information is received about a member. If the PCP has not yet seen the member, such information may be kept temporarily in an appropriately labeled file, in lieu of establishing a medical record, but must be associated with the member’s medical record as soon as one is established.

The medical record must include at a minimum, the following:

- Member-identifying information, including name, member ID number, date of birth, gender, and legal guardianship (if applicable).
- Primary language spoken by the member and any translation needs.
- Services provided, date of service, service site, and name of service provider.
- Medical history, diagnoses, treatment prescribed, therapy prescribed, and drugs administered or dispensed, beginning with, at a minimum, the first member visit with or by treating care provider.
- Referrals including follow-up and outcome of referrals.
- Documentation of emergency or after-hours encounters and follow-up.
- Signed and dated consent forms (as applicable).
- Documentation of immunization status.
- Documentation of advance directives, as appropriate.
- Documentation of each visit must include:
  - Date and begin and end times of service
  - Chief complaint or purpose of the visit
  - Diagnoses or medical impression
- Objective findings
- Patient assessment findings
- Studies ordered and results of those studies (e.g., laboratory, x-ray, EKG)
- Medications prescribed
- Health education provided
- Name and credentials of the care provider rendering services (e.g., MD, DO, OD) and the signature or initials of the care provider. Care provider initials must be identified with correlating signatures.
- Documentation of EPSDT requirements including but not limited to:
  - Comprehensive health history
  - Developmental history
  - Unclothed physical exam
  - Vision, hearing and dental screening
  - Immunizations
  - Lab testing including mandatory lead screening
  - Health education and anticipatory guidance

The medical records must be maintained in a manner to ensure that records are documented accurately and in a timely manner, are readily accessible, and permit prompt and systematic retrieval of information. Medical records will be maintained in a detailed and comprehensive manner, which conforms to professional standards, permits effective medical review and audit processes, and facilitates an adequate system for follow-up treatment.

When a member changes PCPs, their medical records or copies of medical records must be forwarded to the new PCP within 10 business days from receipt of the request for transfer of the medical records.

MLTC is not required to obtain written approval from a member before requesting the member’s medical record from the PCP or any other organization or agency. UHCCP may obtain a copy of a member’s medical records without written approval of the member if the reason for such request is directly related to the administration of the Nebraska Medicaid program.
MLTC must be afforded access to all members’ medical records, whether electronic or paper, within 20 business days of receipt of the request or more quickly if necessary in MLTC’s sole determination.

Information related to fraud and abuse may be released. However, HIV-related information may not be disclosed except as provided in state statute, and substance use disorder information will only be disclosed consistent with federal and state law, including but not limited to 42 CFR.
**Medical Record Charting Standards**

All participating primary care UnitedHealthcare Community Plan providers are required to maintain medical records in a complete and orderly fashion which promotes efficient and quality patient care. Participating care providers are subject to UnitedHealthcare Community Plan’s periodic quality review of medical records to determine compliance to the following medical record keeping requirements.

<table>
<thead>
<tr>
<th>Confidentiality of Record</th>
<th>Office policies and procedures exist for the following</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Confidentiality of the patient medical record</td>
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<tr>
<td></td>
<td>• Initial and periodic training of office staff concerning medical record confidentiality</td>
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<tr>
<td></td>
<td>• Release of information</td>
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<tr>
<td></td>
<td>• Record retention</td>
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<tr>
<td></td>
<td>• Availability of medical record when housed in a different office location (as applicable)</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Record Organization</th>
<th>• An office policy exists that addresses a process to respond to and provide medical records upon request of patients to include a provision to provide copies within 48 hours in urgent situations.</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Medical records are maintained in a current, detailed, organized and comprehensive manner. Organization should include evidence of:</td>
</tr>
<tr>
<td></td>
<td>• Identifiable order to the chart assembly</td>
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<tr>
<td></td>
<td>• Papers are fastened in the chart</td>
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<tr>
<td></td>
<td>• Each patient has a separate medical record</td>
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<tr>
<td></td>
<td>• Medical records are:</td>
</tr>
<tr>
<td></td>
<td>• Filed in a manner for easy retrieval</td>
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<tr>
<td></td>
<td>• Readily available to the treating care provider where the member generally receives care</td>
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<tr>
<td></td>
<td>• Promptly sent to specialty care providers upon patient request and within 48 hours in urgent situations</td>
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<tr>
<td></td>
<td>• Medical records are:</td>
</tr>
<tr>
<td></td>
<td>• Stored in a manner that ensures protection of confidentiality</td>
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<tr>
<td></td>
<td>• Released only to entities as designated consistent with federal requirements</td>
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<tr>
<td></td>
<td>• Kept in a secure area accessible only to authorized personnel</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Procedural Elements</th>
<th>Medical records are legible*</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• All entries are signed and dated</td>
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<tr>
<td></td>
<td>• Patient name/identification number is located on each page of the record</td>
</tr>
<tr>
<td></td>
<td>• Linguistic or cultural needs are documented as appropriate</td>
</tr>
<tr>
<td></td>
<td>• 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 patient’s first language is something other than English</td>
</tr>
<tr>
<td></td>
<td>• Mechanism for monitoring and handling missed appointments is evident</td>
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<tr>
<td></td>
<td>• An executed 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 regarding advance directives.</td>
</tr>
<tr>
<td></td>
<td>• A problem list includes a list of all significant illnesses and active medical conditions</td>
</tr>
<tr>
<td></td>
<td>• A medication list includes prescribed and over the counter medications and is reviewed annually*</td>
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<tr>
<td></td>
<td>• Documentation of the presence or absence of allergies or adverse reactions is clearly documented*</td>
</tr>
</tbody>
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<table>
<thead>
<tr>
<th>History</th>
<th>An initial history (for patients seen three or more times) and physical is present to include:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>• Medical and surgical history*</td>
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<tr>
<td></td>
<td>• A family history that minimally includes pertinent medical history of parents and/or siblings</td>
</tr>
<tr>
<td></td>
<td>• A social history that minimally includes pertinent information such as occupation, living situations, education, smoking, ETOH, and/or substance abuse use/history beginning at age 11</td>
</tr>
<tr>
<td></td>
<td>• Current and history of immunizations of children, adolescents and adults</td>
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<tr>
<td></td>
<td>• Screenings of/or:</td>
</tr>
<tr>
<td></td>
<td>• Recommended preventive health screenings/tests</td>
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<tr>
<td></td>
<td>• Depression</td>
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<tr>
<td></td>
<td>• High risk behaviors such as drug, alcohol and tobacco use; and if present, advise to quit</td>
</tr>
<tr>
<td></td>
<td>• Medicare patients for functional status assessment and pain</td>
</tr>
<tr>
<td></td>
<td>• Adolescents on depression, substance abuse, tobacco use, sexual activity, exercise and nutrition and counseling as appropriate</td>
</tr>
</tbody>
</table>
**Problem Evaluation and Management**

- Documentation for each visit includes:
  - Appropriate vital signs (measurement of height, weight, and BMI annually)
  - Chief complaint*
  - Physical assessment*
  - Diagnosis*
  - Treatment plan*

- Tracking and referral of age and gender appropriate preventive health services consistent with preventive health guidelines
- Documentation of all elements of age appropriate federal Early, Periodic, Screening, Diagnosis and Treatment (EPSDT)
- Clinical decisions and safety support tools are in place to ensure evidence based care, such as flow sheet
- Treatment plans are consistent with evidence-based care and with findings/diagnosis
- Timeframe for follow-up visit as appropriate
- Appropriate use of referrals/consults, studies, tests
- X-rays, labs consultation reports are included in the medical record with evidence of care provider review
- There is evidence of care provider follow-up of abnormal results
- Unresolved issues from a previous visit are followed up on the subsequent visit
- There is evidence of coordination with behavioral health care provider
- Education, including lifestyle counseling is documented
- Patient input and/or understanding of treatment plan and options is documented
- Copies of hospital discharge summaries, home health care reports, emergency room care, physical or other therapies, as ordered by the care provider are documented

*Critical element

**Screening and Documentation Tools**

Most of these tools were developed by UnitedHealthcare Community Plan with assistance from the Clinical and Provider Advisory Subcommittee to help you comply with regulatory requirements and practice in accordance with accepted standards.

**Payment Error Rate Measurement (PERM) Audit**

A Payment Error Rate Measurement (PERM) audit complies with the Improper Payments Information Act of 2002 (IPIA); Public Law 107-300, amended in 2010 by the Improper Payments Elimination and Recovery Act or (IPERA). Laws such help improve fiscal oversight, identify fraud and abuse, and protect taxpayer dollars.

A request for Medical Records will be sent and identified as a PERM – REQUEST FOR RECORDS. The letter describes the medical record documentation needed to support the claims, when it is due, and where to send it. You have 30 days to respond to the request. If you do not submit the requested medical record within this time frame, you will be faced with an improper payment. This is because we have no evidence to determine whether the services were provided, medically necessary and properly coded and paid. UnitedHealthcare Community Plan and/or MLTC have the authority to recover any incorrect payments you receive.

**Medical Record Review**

Annually, UnitedHealthcare Community Plan will conduct a review of the medical records you maintain for our members. You are expected to achieve a passing score of 85% or better.
UnitedHealthcare Community Plan Medical Record Review Tool

<table>
<thead>
<tr>
<th>Provide Name:</th>
<th>ID:</th>
<th>Specialty:</th>
<th>Review Date:</th>
<th>Reviewer Name:</th>
<th>Original Score:</th>
<th>Second Score (if applicable):</th>
<th>Final Score:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Member Initials:</td>
<td>DOB:</td>
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<tr>
<td>Member ID#:</td>
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</table>

**Confidentiality & Record Organization & Office Procedures**

1. The office has a policy regarding record confidentiality addressing staff training on confidentiality; release of information; record retention and availability of medical records housed in different locations (as applicable).

2. Staff are trained in medical record confidentiality

3. The office uses a Release of Information form that requires patient signature

4. There is a policy for timely transfer of medical records to other locations/care providers

5. There is an identified order to the record assembly

6. Pages are fastened in the medical record

7. Each patient has a separate medical record

8. Medical records are stored in an organized fashion for easy retrieval

9. Medical records are available to the treating practitioner where the member generally receives care

10. Medical records are released to entities as designated consistent with federal regulations

11. Records are stored in a secure location only accessible by authorized personnel

12. There is a mechanism to monitor and handle missed appointments.

**Attestation:**

By signing below, I attest that the above questions are accurate and true to the best of my knowledge.

Provider Representative Name and Title: ____________________________

Date and Time: ____________________________
## Chapter 11: Medical Records

### UnitedHealthcare Community Plan Medical Record Review Tool

#### Procedural Elements

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The medical record is legible. *</td>
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<tr>
<td>2. All entries are signed and dated and include services provided, service site, and name of services provider</td>
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<tr>
<td>3. Patient name/identification number is located on each page of the record</td>
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<td>4. Medical records contain patient demographic information (date of birth, gender, and legal guardianship if applicable)</td>
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<td>5. Medical record identifies primary language spoken and any cultural or religious preferences if applicable and translation needs if known</td>
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<tr>
<td>6. Adults 18 and older, emancipated minors, and minors with children have an executed advance directive in a prominent part of the medical record.</td>
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<tr>
<td>6a. If the answer to the above # 6 is No, then adults 18 and older, emancipated minors, and minors with children are given information about advance directives which is noted in a prominent part of the medical record</td>
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<td>7. A problem list includes significant illnesses and active medical conditions</td>
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<td>8. A medication list includes prescribed and over-the-counter medications and is reviewed annually</td>
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<td>9. The presence or absence of allergies or adverse reactions is clearly displayed</td>
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<tr>
<td>10. Documentation of emergency or after-hours encounters and follow-up</td>
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</table>

#### History

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
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</thead>
<tbody>
<tr>
<td>1. Medical and surgical history is present</td>
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<td>2. The family history includes pertinent history of parents and/or siblings</td>
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<td>3. The social history minimally includes pertinent information such as occupation, living situation etc.</td>
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</table>

#### Preventive Services

<table>
<thead>
<tr>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
<th>Yes</th>
<th>No</th>
<th>N/A</th>
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</thead>
<tbody>
<tr>
<td>1. Evidence of current age appropriate immunizations</td>
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<td>2. Annual comprehensive physical (or more often for newborns)</td>
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<td>3. Documentation of mental and physical development for children and/or cognitive functioning for adults</td>
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<td>4. Evidence of depression screening</td>
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<tr>
<td>5. Evidence of screening for high risk behaviors such as drug, alcohol and tobacco use, sexual activity, exercise and nutrition counseling</td>
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<tr>
<td>6. Evidence that Medicare patients are screened for functional status and pain</td>
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<tr>
<td>7. Evidence of tracking and referral of age and gender appropriate preventive health services including EPSDT required services age 0-20</td>
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<tr>
<td>8. Use of flow sheets or tools to promote adherence to Clinical Practice Guidelines/Preventive Screenings</td>
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</table>
### Problem Evaluation and Management

Documentation for each visit includes:

1. Appropriate vital signs (i.e., weight, height, BMI measurement annually)
2. Chief complaint
3. Physical assessment
4. Diagnosis
5. Treatment plan to include therapy and drugs if prescribed, dispensed, or administered:
   - Treatment plans are consistent with evidence-based care and with findings/diagnosis
6. Appropriate use of referrals/consults, studies, tests to include outcome of referrals*
7. X-rays, labs, consultation reports are included in the medical record with evidence of care provider review
8. Timeframe for follow-up visit as appropriate*
9. Follow-up of all abnormal diagnostic tests, procedures, x-rays, consultation reports*
10. Unresolved issues from the first visit are followed-up on the subsequent visit*
11. There is evidence of coordination of care with behavioral health
12. Education, including counseling is documented

* Items are MUST PASS

<table>
<thead>
<tr>
<th>(Questions)</th>
<th>(# N/A)</th>
<th>(Adjusted # of Questions)</th>
<th>(# Yes)</th>
<th>(Adjusted # of Questions) = (Score)</th>
</tr>
</thead>
</table>

If score is below 85% - review an additional 5 records. Using Missing/Failed Elements Tool, ONLY review elements that received a ‘NO’.

**After reviewing five additional records:**

- Score at 85% or above - recalculate the original and second score to reveal a higher FINAL score
- Score below 85% - the original calculation of that element will remain and provider will be notified of need for re-audit in six months.
### Behavioral Health Treatment Record Tool

#### United Healthcare Community Plan (UHCCP)

<table>
<thead>
<tr>
<th>Facility Name:</th>
<th>Reviewer Name:</th>
<th>Date of Facility Review:</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Rating Scale: NA = Not Applicable Y = Yes N = No</th>
</tr>
</thead>
</table>

#### General Documentation Standards

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>1</td>
<td>Each member has a separate record.</td>
</tr>
<tr>
<td>2</td>
<td>Each record includes the member’s address, employer or school, home and work telephone numbers including emergency contacts, relationship or legal status, and guardianship information if relevant.</td>
</tr>
<tr>
<td>3</td>
<td>All entries in the record include the responsible service provider’s name, professional degree and relevant identification number, if applicable, and dated and signed where appropriate.</td>
</tr>
<tr>
<td>4</td>
<td>The record is clearly legible to someone other than the writer.</td>
</tr>
<tr>
<td>5</td>
<td>There is evidence of a Consent for Treatment or Informed Consent in the record that is signed by the member and/or legal guardian.</td>
</tr>
<tr>
<td>6</td>
<td>There is documentation that the service provider provides education to member/family about service planning, discharge planning, supportive community services, behavioral health problems, and care options.</td>
</tr>
<tr>
<td>7</td>
<td>There is documentation that the risks of noncompliance with treatment recommendations are discussed with the member and/or family or legal guardian.</td>
</tr>
<tr>
<td>8</td>
<td>There is evidence the treatment record is an electronic medical record. <strong>Non-scored Question.</strong></td>
</tr>
</tbody>
</table>

#### Initial Assessment

<p>| | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>9</td>
<td>The reasons for admission or initiation of treatment are indicated.</td>
</tr>
<tr>
<td>10</td>
<td>A complete clinical case formulation is documented in the record (e.g., primary diagnosis, medical conditions, psychosocial and environmental factors and functional impairments).</td>
</tr>
<tr>
<td>11</td>
<td>An initial primary treatment diagnosis is present in the record.</td>
</tr>
<tr>
<td>12</td>
<td>A behavioral health history is in the record.</td>
</tr>
<tr>
<td>13</td>
<td>An initial health screening is included in the record.</td>
</tr>
<tr>
<td>14</td>
<td>A medical history and/or physical exam (appropriate to the level of care) is in the record.</td>
</tr>
<tr>
<td>15</td>
<td>Was a current medical condition identified? <strong>This is a non-scored question.</strong> (If #14 is N, then #15 and 16 are N/A)</td>
</tr>
<tr>
<td>16</td>
<td>If a medical condition was identified, there is documentation that communication/collaboration with the treating medical clinician occurred. <strong>This is a non-scored question.</strong></td>
</tr>
<tr>
<td>17</td>
<td>If a medical condition was identified, there is documentation that the member/guardian refused consent for the release of information to the treating medical clinician. <strong>This is a non-scored question.</strong></td>
</tr>
<tr>
<td>18</td>
<td>The presence or absence of drug allergies and food allergies, including adverse reactions, is clearly documented.</td>
</tr>
<tr>
<td>19</td>
<td>A complete mental status exam is in the record, documenting the member's affect, speech, mood, thought content, judgment, insight, attention or concentration, memory, and impulse control.</td>
</tr>
<tr>
<td>20</td>
<td>The behavioral health treatment history includes the following information: dates and providers of previous treatment, and therapeutic interventions and responses.</td>
</tr>
<tr>
<td>21</td>
<td>The medical treatment history includes the following information: known medical conditions, dates and providers of previous treatment, current treating clinicians, and current therapeutic interventions and responses.</td>
</tr>
<tr>
<td>22</td>
<td>The behavioral health treatment history includes family history information.</td>
</tr>
<tr>
<td>23</td>
<td>The medical treatment history includes family history information.</td>
</tr>
<tr>
<td>24</td>
<td>The record documents a risk assessment appropriate to the level of care and population served which may include the presence or absence of suicidal or homicidal risk, danger toward self or others.</td>
</tr>
<tr>
<td>25</td>
<td>The record includes documentation of previous suicidal or homicidal behaviors, including dates, method, and lethality.</td>
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<tr>
<td>26</td>
<td>The behavioral health history includes an assessment of any abuse the member has experienced or if the member has been the perpetrator of abuse.</td>
</tr>
<tr>
<td>27</td>
<td>For Adolescents: The assessment documents a sexual behavior history.</td>
</tr>
<tr>
<td>28</td>
<td>For children and adolescents, prenatal and perinatal events, along with a complete developmental history (physical, psychological, social, intellectual and academic), are documented.</td>
</tr>
<tr>
<td>29</td>
<td>The initial screen includes an assessment for depression.</td>
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<tr>
<td>30</td>
<td>If electronic medical record, there is evidence a Suicide Risk Assessment was completed.</td>
</tr>
<tr>
<td>31</td>
<td>The assessment documents the spiritual variables that may impact treatment</td>
</tr>
<tr>
<td>32</td>
<td>The assessment documents the cultural variables that may impact treatment</td>
</tr>
<tr>
<td>33</td>
<td>An initial treatment plan is established at each level of care with goals, treatment priorities, and milestones for progress is in the record.</td>
</tr>
<tr>
<td>34</td>
<td>An educational assessment appropriate to the age and level of care is documented.</td>
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<tr>
<td>35</td>
<td>The record documents the presence or absence of relevant legal issues of the member and/or family.</td>
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<tr>
<td>36</td>
<td>There is documentation that the member was asked about community resources (support groups, social services, school based services, other social supports) that they are currently utilizing.</td>
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<tr>
<td>37</td>
<td>There is evidence that the assessment is used in developing the treatment plan and goals.</td>
</tr>
<tr>
<td>38</td>
<td>For members 12 and older, a substance abuse screening occurs. Documentation includes past and present use of alcohol and/or illicit drugs as well as prescription and over-the-counter medications.</td>
</tr>
<tr>
<td>39</td>
<td>For members 12 and older, the substance abuse screening includes documentation of past and present use of nicotine.</td>
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<tr>
<td>40</td>
<td>For active smokers, the substance abuse screening includes documentation of the member’s readiness to reduce or quit using tobacco.</td>
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<tr>
<td>41</td>
<td>For active smokers, every 3 months the member’s nicotine use is reassessed.</td>
</tr>
<tr>
<td>42</td>
<td>For members under the age of 18, the substance abuse screening includes documentation of nicotine use by anyone living in the member’s place of residence.</td>
</tr>
<tr>
<td>43</td>
<td>If the screening indicates an <strong>active</strong> alcohol or substance use problem, there is documentation that an intervention for substance abuse/dependence occurred.</td>
</tr>
<tr>
<td>44</td>
<td>The substance identified as being misused was alcohol. <strong>This is a non-scored question.</strong></td>
</tr>
<tr>
<td>45</td>
<td>The substance(s) identified as being misused were substance(s) other than alcohol. <strong>This is a non-scored question.</strong></td>
</tr>
<tr>
<td>46</td>
<td>The substance(s) identified as being misused were alcohol and other substance(s). <strong>This is a non-scored question.</strong></td>
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</table>

### Treatment Planning

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<tr>
<th></th>
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<th>Y</th>
<th>N</th>
<th>NA</th>
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<tbody>
<tr>
<td>47</td>
<td>There is documentation (a signed form or in progress note) that the member or legal guardian (based on each state’s age of consent) has agreed to the treatment plan.</td>
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<tr>
<td>48</td>
<td>The treatment plan is consistent with diagnosis and has objective and measurable short and long term goals.</td>
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<tr>
<td>49</td>
<td>The treatment goals adequately address the member’s goals, as well as social and behavioral needs.</td>
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<tr>
<td>50</td>
<td>The treatment plan has estimated time frames for goal attainment.</td>
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<tr>
<td>51</td>
<td>The treatment plan includes an adequate safety plan directly related to the member’s unique risk issues when active risk issues are identified.</td>
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<td>52</td>
<td>There is clear evidence the member was directly involved in the development of the treatment and safety plan.</td>
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<tr>
<td>53</td>
<td>The treatment plan is updated whenever goals are achieved or new problems are identified.</td>
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<tr>
<td>54</td>
<td>The treatment plan is reviewed and updated with the member at regular intervals.</td>
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<td>55</td>
<td>When applicable, the treatment record, including the treatment plan, reflects discharge planning.</td>
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<tr>
<td>56</td>
<td>If the member is receiving group therapy, there is evidence of an individualized assessment, treatment planning, and progress notes in response to identified member’s needs.</td>
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<tr>
<td>57</td>
<td>The treatment record documents and addresses biopsychosocial needs.</td>
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<tr>
<td>58</td>
<td>The treatment record indicates the member’s involvement in care and service.</td>
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<tr>
<td>59</td>
<td>When appropriate, the treatment record indicates the family’s involvement in the treatment process, including care decisions.</td>
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</table>
### United Healthcare Community Plan (UHCCP)

#### Progress Notes

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<tr>
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<tr>
<td>60</td>
<td>All progress notes document the length of service rendered when providing a timed service. (outpatient services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>61</td>
<td>All progress notes document clearly who is in attendance during each session. (outpatient services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>62</td>
<td>All progress notes include documentation of the billing code that was submitted for the session. (outpatient services)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>63</td>
<td>The progress notes reflect reassessments when necessary.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>64</td>
<td>The progress notes reflect on-going risk assessments (including but not limited to suicide and homicide) and monitoring of any at risk situations.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>65</td>
<td>The progress notes describe/list member strengths and limitations and how those impact treatment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>66</td>
<td>The progress notes describe progress or lack of progress towards treatment plan goals.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>67</td>
<td>The progress notes document the dates of follow up appointments.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>68</td>
<td>The progress notes document when the member miss appointments.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>69</td>
<td>The progress notes document any referrals made to other clinicians, agencies, and/or therapeutic services when indicated.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>70</td>
<td>When appropriate there is evidence of supervisory oversight of the treatment record. (Records are reviewed on a regular basis with appropriate actions taken.)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Medication Management

<table>
<thead>
<tr>
<th></th>
<th>Y</th>
<th>N</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>71</td>
<td>There is documentation that indicates the member understands and consents to the medication used in treatment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>72</td>
<td>For children and adolescents documentation indicates the responsible family member or guardian understands and consents to the medication used in treatment.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>73</td>
<td>Each record indicates what medications have been prescribed, the dosages of each, and the dates of initial prescription or refills.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>74</td>
<td>If the member is on medication, there is evidence of medication monitoring in the treatment record. (physicians and nurses)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
| 75 | When a primary care physician is identified, there is evidence the prescriber coordinated care within 14 calendar days after initiation of a new medication. **This is a non-scored question.**  

If there is evidence of coordination of care outside of 14 days, document how many days after initiation the coordination took place. |   |    |
| 76 | When lab work is ordered, there is evidence the lab results were received and reviewed by the clinician. |   |    |
| 77 | When the member is on medications, the prescribing clinician documents that the member was provided with education about the risks, benefits, side effects, and alternatives of each medication. |   |    |

#### Coordination of Care

<table>
<thead>
<tr>
<th></th>
<th>Y</th>
<th>N</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>78</td>
<td>Does the member have a medical physician (PCP)? <strong>This is a non-scored question.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>79</td>
<td>The record documents that the member was asked whether they have a PCP. <strong>Y or N Only</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>80</td>
<td>If the member has a PCP there is documentation that communication/collaboration occurred.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>81</td>
<td>If the member has a PCP, there is documentation that the member/guardian refused consent for the release of information to the PCP.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>82</td>
<td>Is the member being seen by another behavioral health clinician (e.g. psychiatrist and social worker, psychologist and substance abuse counselor). <strong>This is a non-scored question.</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>83</td>
<td>The record documents that the member was asked whether they are being seen by another behavioral health clinician. <strong>Y or N Only</strong></td>
<td></td>
<td></td>
</tr>
<tr>
<td>84</td>
<td>If the member is being seen by another behavioral health clinician, there is documentation that communication/collaboration occurred.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>85</td>
<td>If the member is being seen by another behavioral health clinician, there is documentation that the member/guardian refused consent for the release of information to the behavioral health clinician.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### Discharge and Transfer

<table>
<thead>
<tr>
<th></th>
<th>Y</th>
<th>N</th>
<th>NA</th>
</tr>
</thead>
<tbody>
<tr>
<td>86</td>
<td>Was the member transferred/discharged to another clinician or program? This is a non-scored question.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>87</td>
<td>If the member was transferred/discharged to another clinician or program, there is documentation that communication/collaboration occurred with the receiving clinician/program.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>88</td>
<td>If the member was transferred/discharged to another clinician or program, there is documentation that the member/guardian refused consent for release of information to the receiving clinician/program.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
### United Healthcare Community Plan (UHCCP)

<p>| | | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>89</td>
<td>Prompt referrals to the appropriate level of care are documented when members cannot be safely treated at their current level of care secondary to homicidal or suicidal risk or an inability to conduct activities of daily living.</td>
<td></td>
</tr>
<tr>
<td>90</td>
<td>The discharge plan summarizes the reason(s) for treatment and the extent to which treatment goals were met.</td>
<td></td>
</tr>
<tr>
<td>91</td>
<td>The discharge/aftercare/safety plan describes specific follow up activities.</td>
<td></td>
</tr>
<tr>
<td>92</td>
<td>Clinical records are completed within 30 days following discharge.</td>
<td></td>
</tr>
</tbody>
</table>

**Recovery and Resiliency**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>93</td>
<td>The member is given information to create psychiatric advance directives. <strong>This is a non-scored question.</strong></td>
<td></td>
</tr>
</tbody>
</table>
Chapter 12: Quality Assurance and Performance Improvement (QAPI) Program

Care Provider Participation in Quality Management

UnitedHealthcare Community Plan has a Quality Assurance and Performance Improvement Committee (QAPIC) chaired by the Chief Medical Officer (CMO), which meets four times a year at a minimum and has oversight responsibility for issues affecting the quality of care and services provided to members.

It is the decision-making body ultimately responsible for the implementation, coordination and integration of all quality improvement activities for the health plan. The QAPIC is composed of UnitedHealthcare Community Plan management staff, leadership, and care providers that serve the membership, and members and reports its recommendations and actions to the UnitedHealthcare Board of Directors. The QAPIC has three standing sub-committees:

- **Clinical and Provider Advisory Committee (CPAC)** reviews and recommends action on topics concerning credentialing and recredentialing of care providers and facilities, peer review activities, and performance of all participating care providers. Participating care providers give UnitedHealthcare Community Plan advice and expert counsel in medical policy, quality management, and quality improvement. The health plan CMO chairs the CPAC.
- **Healthcare Quality and Utilization Management Committee (HQUM)** reviews statistics on utilization, provides feedback on utilization management and case management policies and procedures, and makes recommendations on clinical standards and protocols for medical care.
- **Member Advisory Committee (MAC)** seeks input from members, care givers, care providers, and community groups to make recommendations for improvement to plan services and communication materials.

Cooperation With Quality Improvement Activities

All participating care providers must cooperate with all quality improvement activities. These include, but are not limited to, the following:

- Timely provision of medical records upon request by us or our contracted business associates;
- Cooperation with quality of care investigations including timely response to queries and/or completion of improvement action plans;
- Participation in quality audits, including site visits and medical record standards reviews, and annual Healthcare Effectiveness Data and Information Set (HEDIS®) record review;
- If we request medical records, provision of copies of such records free of charge (or as indicated in your agreement with us) during site visits or by email, secure email, or secure fax.

Quality Improvement Program

The UnitedHealthcare Community Plan Quality Improvement program is a comprehensive program under the leadership of the Chief Executive Officer and the Chief Medical Officer. A copy of our Quality Improvement program is available upon request. The Quality Improvement program consists of the following components:

- Quality improvement measures and studies
- Clinical practice guidelines
- Health promotion activities
- Service measures and monitoring
- Ongoing monitoring of key indicators (e.g., over and underutilization, continuity of care)
- Health plan performance information analysis and auditing (e.g., HEDIS®)
- Care CoordinationSM
- Educating members and care providers
- Risk management
- Compliance with all external regulatory agencies

Your participation is an integral component of UnitedHealthcare Community Plan’s Quality Improvement program.

As a participating care provider, you have a structured forum for input through representation on our Quality Improvement Committees and through individual feedback through your Network Account Manager. We require your cooperation and compliance to:
Chapter 12: Quality Assurance and Performance Improvement (QAPI) Program

- Participate in quality assessment and improvement activities.
- Allow the use of care provider performance to conduct quality activities.
- Provide feedback on our Care Coordination guidelines and other aspects of providing quality care based upon community standards and evidence-based medicine.
- Advise us of any concerns or issues related to patient safety.
- Share information and follow-up on other care providers and UnitedHealthcare Community Plan to provide seamless, cohesive care to patients.
- Use the Physician Data Sharing information we provide you to help improve delivery of services to your patients.
- It is required you allow the plan to use performance data.
- You will offer Medicaid members the same number of office hours as you do to commercial members, or will not restrict the number of office hours you offer Medicaid patients.

Care Provider Satisfaction

On an annual basis, UnitedHealthcare conducts ongoing assessments of your satisfaction as part of our continuous quality improvement efforts. Key activities related to the assessment and promotion of your satisfaction include:

- Annual care provider satisfaction surveys;
- Regular visits to care providers;
- Care provider town hall meetings.

Objectivity is our utmost concern in the survey process. To this end, UnitedHealthcare Community Plan engages independent market research firms Center for the Study of Services (CSS) to field the survey and Market Strategies International to analyze and report findings. We provide CSS lists of eligible care providers for each Community Plan from which CSS draws random samples for fielding.

Survey results are reported to our Quality Assurance and Performance Improvement (QAPIC) committee and Clinical and Provider Advisory Committee (CPAC). The results are compared by the health plan year over year and also in comparison to other UnitedHealthcare plans across the country. The survey results include key strengths and key improvement targets. Additionally, improvement plans are implemented as a result of the targets identified.

Credentialing Standards

UnitedHealthcare Community Plan will credential and recredential all participating care providers according to applicable Nebraska statutes and regulations and the NCQA. The following key elements are required to begin the credentialing process:

- A completed credentialing application including attestation statement;
- Current medical license;
- Current DEA certificate;
- Current professional liability insurance

Information from primary sources regarding licensure, education and training, board certification, and malpractice claims history will be verified as part of the credentialing process.

Medicaid ID and Disclosure of Ownership Form are enrollment requirements.

The MCO must notify the Medicaid Agency of any disclosures made by you on information on persons convicted of crimes within 10 working days from the date it receives the information. The MCO must also promptly notify the Medicaid Agency of any action it takes on your application for participation in the program. The Medicaid Agency is responsible for notifying the Inspector General within 20 working days of notification by the MCO.

Credentialing and Recredentialing Process

UnitedHealthcare Community Plan’s credentialing and recredentialing process is to determine your competence and suitability for initial and continued inclusion in our care provider network. All individual contracted care providers are subject to the credentialing and recredentialing process before evaluating and treating UnitedHealthcare Community Plan members.

Types of Care Providers Subject to Credentialing and Recredentialing

UnitedHealthcare Community Plan credentials and recredentials the following types of care providers:

- MDs (Doctors of Medicine)
- DOs (Doctors of Osteopathy)
- DDSs (Doctors of Dental Surgery)
- DMDs (Doctors of Dental Medicine)
- DPMs (Doctors of Podiatric Surgery)
Chapter 12: Quality Assurance and Performance Improvement (QAPI) Program

- DCs (Doctors of Chiropractic)
- CNMs (Certified Nurse Midwives)
- CRNPs (Certified Nurse Practitioners)
- Behavioral health clinicians (psychologists, clinical social workers, masters prepared therapists)

Excluded from the credentialing and recredentialing process are care providers who:

- Practice exclusively within an inpatient setting
- Hospitalists who are employed solely by the facility; and/or
- Nurse practitioners and physician assistants who practice under the auspices and supervision of a credentialed UnitedHealthcare Community Plan care provider

UnitedHealthcare Community Plan does not make credentialing and recredentialing decisions based on an applicant’s race, ethnic/ national identity, gender, age, sexual orientation or the type of procedure or patient in which you specialize. Credentialing and recredentialing activities are completed by our National Credentialing Center (NCC). Applications are retrieved from the Council for Affordable Quality Healthcare (CAQH) website.

First time applicants will need to contact the National Credentialing Center (VETTS line) at 877-842-3210 to obtain a CAQH number to complete the application online.

Peer Review

Creditenaling Process

All applicants are reviewed by the Clinical and Provider Advisory Committee (CPAC). Decisions are final and binding and not subject to appeal if they relate to mandatory participation criteria at the time of initial credentialing. You are notified in writing of the credentialing determination within 60 calendar days of the committee decision.

Recredentialing Process

UnitedHealthcare Community Plan recredits you every three years to assure time-limited documentation is updated, changes in health and legal status are identified, and you comply with our guidelines, processes, and care provider performance standards. You are notified prior to your next credentialing cycle to complete an application on the CAQH website. Failure to respond to UnitedHealthcare Community Plan’s request for recredentialing information will result in administrative termination of privileges as a UnitedHealthcare Community Plan participating care provider. You will be afforded three opportunities to respond to our request for recredentialing information before action is taken to terminate participation privileges.

Care Provider Performance Review

As part of the recredentialing process, UnitedHealthcare Community Plan queries its Quality Management database for information regarding your performance. This includes, but is not limited to:

- Member complaints
- Quality of care issues

Applicant Rights and Notification

You have the right to review the information in support of credentialing/recredentialing applications and to request the status of your application. This review is at your request and is facilitated by the credentialing staff. The credentialing staff notifies you of any information obtained during the credentialing or recredentialing process that varies significantly from the information you gave to UnitedHealthcare Community Plan. You have the right to correct erroneous information of the request for clarification by the credentialing staff.

Confidentiality

All credentialing documents or other written information developed or collected during the approval processes are maintained in strict confidence. Except with authorization or as required by law, information contained in these records will not be disclosed to any person not directly involved in the credentialing process.

Resolving Disputes

Contract Concern or Complaint

If you have a concern or complaint about your Agreement with us, send a letter containing the details to:

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

A representative will look into your complaint and try to resolve it through informal discussions. If you disagree with the outcome of this discussion, please follow the dispute resolution provisions of your applicable Provider Agreement.

If your concern or complaint relates to a matter which is generally administered by certain UnitedHealthcare Community Plan procedures, such as the credentialing or care coordination...
process, we will follow the procedures set forth in those plans to resolve the concern or complaint. After following those procedures, if you remain dissatisfied, please follow the dispute resolution provisions of your applicable Provider Agreement.

If we have a concern or complaint about our Agreement with you, we’ll send you a letter containing the details. If we can’t resolve the complaint through informal discussions with you, please follow the dispute resolution provisions of your applicable Provider Agreement.

If a member has authorized you to appeal a clinical or coverage determination on their behalf, that appeal will follow the process governing member appeals outlined in the Member Handbook, and this care provider manual.

HIPAA Compliance – Care Provider Responsibilities

Health Insurance Portability and Accountability Act

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 is aimed at improving the efficiency and effectiveness of the health care system in the United States. While the portability and continuity of insurance coverage for workers and greater ability to fight health care fraud and abuse were the core goals of the Act, the Administrative Simplification provisions of HIPAA have had the greatest impact on the operations of the health care industry. UnitedHealthcare Community Plan is a “covered entity” under the regulations as are all health care providers who conduct business electronically.

Transactions and Code Sets

These provisions were originally added because of the need for national standardization of formats and codes for electronic health care claims to facilitate electronic data interchange (EDI). From the many hundreds of formats in use prior to the regulation, nine standard formats were adopted in the final Transactions and Code sets Rule. If you conduct business electronically, you are required to do so using the standard formats adopted under HIPAA or to use a clearinghouse to translate proprietary formats into the standard formats for submission to UnitedHealthcare Community Plan.

Unique Identifier

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

NPI National Provider Identifier (NPI)

The National Provider Identifier (NPI) is the standard unique identifier for health care providers. The NPI is a 10-digit number with no embedded intelligence which covered entities must accept and use in standard transactions. While the HIPAA regulation only requires that the NPI be used in electronic transactions, many state agencies require the identifier on fee-for-service claims and on encounter submissions. For this reason, UnitedHealthcare Community Plan requires the NPI on paper transactions. In addition, care providers must include the billing care provider taxonomy, billing care provider nine-digit ZIP code, rendering care provider NPI and relevant taxonomy codes.

The NPI number is issued by the National Plan and Provider Enumeration System (NPPES) and should be shared with all impacted trading partners, such as care providers to whom you refer patients, billing companies, and health plans.

Privacy of Individually Identifiable Health Information

The privacy regulations ensure a national floor of privacy protections for patients by limiting the ways that health plans, pharmacies, hospitals and other covered entities can use patients’ personal medical information. The regulations protect medical records and other individually identifiable health information, whether it is electronic, paper or oral.

The major purposes of the regulation are to protect and enhance the rights of consumers by providing them access to their health information and controlling the inappropriate use of that information and to improve the efficiency and effectiveness of health care delivery by creating a national framework for health privacy protection that builds on efforts by states, health systems, and individual organizations and individuals.

Security

The Security Regulations require covered entities to meet basic security objectives.

1. Ensure the confidentiality, integrity and availability of all electronic protected health information (PHI) the covered entity creates,
2. Protect against any reasonably anticipated threats or hazards to the security or integrity of such information;
3. Protect against any reasonably anticipated uses or disclosures of such information that are not permitted or required under the Privacy Regulations; and
4. Ensure compliance with the Security Regulations by the covered entity’s workforce.
UnitedHealthcare Community Plan expects you to be in compliance with the HIPAA regulations that apply to your practice or facility within the established deadlines.

Additional information on HIPAA regulations can be obtained at [cms.hhs.gov](http://cms.hhs.gov).

**Ethics & Integrity**

**Introduction**

UnitedHealthcare Community Plan is dedicated to conducting business honestly and ethically with members, care providers, suppliers and governmental officials and agencies. The need to make sound, ethical decisions as we interact with physicians, other health care providers, regulators and others has never been greater. It’s not only the right thing to do, it is necessary for our continued success and that of our business associates.

**Compliance Program**

As a business segment of UnitedHealth Group, UnitedHealthcare Community Plan is governed by the UnitedHealth Group Ethics and Integrity program. The UnitedHealthcare Compliance program is a comprehensive program designed to educate all employees regarding the ethical standards that guide our operations, provide methods for reporting inappropriate practices or behavior, and procedures for investigation of and corrective action for any unlawful or inappropriate activity. The UnitedHealthcare 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 education of employees;
- Assessing compliance by monitoring and auditing;
- Responding to allegations or information regarding violations;
- Enforcement of policies and discipline for confirmed misconduct or serious neglect of duty.
- Reporting mechanisms for employees, managers and others 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 a Compliance Officer for each health plan. In addition, each health plan has an active Compliance Committee, consisting of senior managers from key organizational functions. The Committee provides direction and oversight of the program with the health plan.

**Reporting and Auditing**

Any unethical, unlawful or otherwise inappropriate activity by a UnitedHealthcare Community Plan employee which comes to your attention should be reported to a UnitedHealthcare Community Plan senior manager in the health plan or directly to the Compliance Office.

UnitedHealthcare’s Special Investigations Unit (SIU) is an important component of the Compliance program. The SIU focuses on proactive prevention, detection, and investigation of potentially fraudulent and abusive acts committed by care providers and plan members. This department is responsible for the conduct and/or coordination of anti-fraud activities.

To facilitate the reporting process of any questionable incidents involving plan members or care providers, call 866-242-7727.

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 and audits to help ensure compliance with law, regulations, and policies/contracts. When informed of potentially irregular, inappropriate or potentially fraudulent practices within the plan or by our care providers, UnitedHealthcare Community Plan will conduct an appropriate investigation. You are expected to cooperate with the company and government authorities in any such inquiry, both by providing access to pertinent records (as required by your applicable Provider Agreement and this manual) and access to care provider office staff. If activity in violation of law or regulation is established, appropriate governmental authorities will be advised.

If you become the subject of a governmental inquiry or investigation, or a government agency requests or subpoenas documents relating to your operations (other than a routine request for documentation from a regulatory agency), you must advise the UnitedHealthcare plan of the details of the investigation.
Extrapolation Audits of Corporate-wide Care Provider Billing

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

Record Retention, Reviews and Audits

You must agree to maintain an adequate record keeping system for recording services, charges, dates and all other commonly accepted information elements for services rendered to covered persons. Records must be maintained for a period of not less than 10 years from the close of the Nebraska program agreement between the state and UnitedHealthcare Community Plan, or such other period as required by law. If records are under review or audit, they must be retained until the review or audit is complete. UnitedHealthcare Community Plan and its affiliated entities (including OptumHealth) will request and obtain prior approval from all care providers under review or inspection.

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

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

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

All reviews and audits will be performed in such a manner that will not unduly delay your work. If you refuse to allow access to all documents, papers, letters, or other materials, this will constitute a breach of your applicable Provider Agreement.

You must keep records for a period of ten years following the close of the agreement between the state and UnitedHealthcare Community Plan, unless the state authorizes in writing their earlier disposition. You agree to refund to the state any overpayment disclosed by any such audit.

However, if any litigation, claim, negotiation, audit, or other action involving the records has been started before the expiration of the 10-year period, you agree to retain the records until completion of the action and resolution of all issues which arise from it and for one year thereafter. The state will also retain the right to perform financial, performance, and other special audits on such records maintained by you during regular business hours throughout the term of your applicable Provider Agreement.

Delegating and Subcontracting

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

Care Provider Office Site Quality

United Healthcare Community Plan and affiliates monitor complaints or quality of services (QOS) concerning participating care providers and facilities. Complaints about a care provider’s office site and facilities are recorded, investigated, and appropriate follow-up is conducted to assure that members receive care in a safe, clean, accessible and appropriate environment. For this reason, UnitedHealthcare Community Plan has set Clinical Site Standards for all primary care provider office sites to help ensure the quality of the facility in which the care is provided.

UnitedHealthcare Community Plan requires that all clinic facilities meet the following minimum site standards:

- Overall appearance is clean and orderly
- Handicapped parking is available
- Facility is handicapped accessible
- Adequate waiting room space
- Exam room(s) are adequate for providing patient care
- Exam room(s) allow for privacy
Chapter 12: Quality Assurance and Performance Improvement (QAPI) Program

Criteria for Site Visits
The table below outlines the criteria that are used to require a site visit. When the threshold is met, a site visit is conducted according to UnitedHealthcare Community Plan policy and procedure.

<table>
<thead>
<tr>
<th>QOS Issue</th>
<th>Criteria</th>
<th>Threshold</th>
</tr>
</thead>
<tbody>
<tr>
<td>Issue that may pose a substantive threat to patient's safety</td>
<td>Access to facility in poor repair as to pose a potential risk to patients</td>
<td>One complaint</td>
</tr>
<tr>
<td></td>
<td>Needles and other sharps exposed and accessible to patients</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Drug stocks accessible to patients</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Other issues determines to pose a risk to patient safety</td>
<td></td>
</tr>
<tr>
<td>Issues with physical appearance, physical accessibility and adequacy of waiting and examination room space</td>
<td>Office facilities are dirty, smelly or otherwise in need of cleaning</td>
<td>Two complaints in six months</td>
</tr>
<tr>
<td></td>
<td>Office exams rooms do not provide adequate privacy</td>
<td></td>
</tr>
<tr>
<td>Other</td>
<td>All other complaints concerning the office facilities</td>
<td>Three complaints in six months</td>
</tr>
</tbody>
</table>
As a care provider, you must have a National Provider Identification (NPI) number and a Nebraska Medicaid provider identification number to render services for a Nebraska Heritage Health plan member and receive payment from the health plan.

**NE DHHS MLTC Medicaid ID**

You must receive a NE DHHS MLTC Medicaid ID prior to claims payment for UnitedHealthcare Community Plan members. This ID is assigned by the NE DHHS MLTC.

To apply for a NE DHHS MLTC Medicaid ID, please use the link provided below for access to the MC-19 form and Provider Screening and Enrollment information:
dhhs.ne.gov/medicaid/Pages/Provider-Screening-and-Enrollment.aspx.

**National Provider Identifier (NPI)**

A requirement of HIPAA legislation is that all health care providers be assigned a unique NPI. Beginning May 23, 2007, the health care industry is to use the NPI to identify itself in all standard transactions.

If you have not applied for assignment of an NPI, please call 800-465-3203 to begin the process.

You may also access the online application at nppes.cms.hhs.gov.

Once you have been assigned an NPI, report the new identifier to UnitedHealthcare Community Plan.

Please call the UHG VETSS line at 877-842-3210 or your Provider Service Center at 866-331-2243.

Effective March 1, 2007, all laboratory claims must include the Unique Physician Identification Number (UPIN) or NPI number of the referring care provider, in addition to the elements of a Clean Claim. This requirement is consistent with current CMS policy. Like CMS, the health plan will also require that, effective May 23, 2007, all laboratory claims include the NPI of the referring care provider.

A current federal tax identification number and NPI are required on all claims. In addition, care providers must include the billing care provider taxonomy, billing care provider nine-digit ZIP code, rendering care provider NPI and relevant taxonomy codes.

**Clinical Laboratory Improvements Amendments (CLIA)**

You may submit your claims with your Clinical Laboratory Improvements Amendments (CLIA) number. In block 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.

Note: Block 23 can only contain one condition. Any additional conditions should be reported on a separate CMS 1500 Form.

If you bill electronically, the CLIA number is reported in Loop 2300 or 2400, REF/X4,02.

**Acceptable Claim Forms**

UnitedHealthcare Community Plan requires you to use one of two forms when billing for services.

- Effective April 1, 2014, submit all paper claims on the new 02/12 1500 Claim Form. Use the 02/12 1500 Claim Form for all professional services, including ancillary services, ambulatory surgery centers, urgent care centers, professional services billed by a hospital and other care providers.
- Use a UB-04 form to submit claims for hospital inpatient and outpatient services, dialysis services, skilled nursing homes inpatient services, long-term care facilities, hospice services and other care providers.

UnitedHealthcare Community Plan will not process claims received on any other type of claim form.

**Billing Multiple Units**

Reminder when billing multiple units:

- If the same procedure is provided multiple times on the same date of service, the procedure code must be entered once on the claim form with the appropriate number of units.
- The unit’s field is used to specify the number of times the procedure was performed on the date of service.
- The total bill charge is the unit charge multiplied by the number of units.
Ambulance Claims (Emergency)

Ambulance claims must include both the ambulance point of origin and destination address, city, state, and ZIP in box 32 of the HCFA form. The accident state must be listed in box 10 and ambulance claims must not bill diagnosis code 799.99.

National Drug Code (NDC)

Claims must include NDC and unit of measurement for the drug billed, HCPCS/CPT code and units of service for the drug billed and actual metric decimal quantity administered.

You must submit the National Drug Code (NDC) on all claims with procedure codes for care provider-administered drugs in outpatient clinical settings. You are required to submit claims with the exact NDC that appears on the product administered. Do not bill for one manufacturer’s product and dispense another. It is considered a fraudulent billing practice to bill using an NDC other than the one administered. You must enter the identifier N4, the 11–digit NDC code, unit/basis of measurement qualified, and actual metric decimal quantity administered. HCPCS/CPT code must also be included.

Clean Claims and Timely Claim Submission Requirements

Whether you use an electronic or a paper form, complete a CMS 1500 or UB-04 form. A complete claim includes the following information (additional information may be required by us for particular types of services or based on particular circumstances or state requirements).

For services rendered by a nurse practitioner or physician assistant, the claim should be submitted under the nurse practitioner or physician assistant, and not the supervising care provider.

A clean claim has no defect or impropriety and meets the following criteria:

- The claim is an eligible claim for a health service provided by an eligible health care provider to a UnitedHealthcare Community Plan member under the agreement.
- The claim does not lack any of the required substantiating documentation.
- The claim contains correct coding of diagnosis, procedure, or other required information.
- There is no dispute regarding the amount claimed.

- UnitedHealthcare Community Plan has no reason to believe the claim has been submitted fraudulently.
- The claim requires no special treatment that prevents timely payments from being made on the claim under the terms of the agreement.

Please refer to your contract for your timely filing guidelines.

Mail initial claims and encounters to:
UnitedHealthcare Community Plan
P.O. Box 31365
Salt Lake City, UT 84131

Claim Resubmissions and Care Provider Claim Disputes

All claim resubmissions and/or claim disputes (claims administrative appeals) challenging claim payments, denials or recoupments must be filed with UnitedHealthcare Community Plan within the time frames specified in your contract.

Electronic Claims Submission

UnitedHealthcare Community Plan offers the option of submitting claims to us by electronic data interchange (EDI). EDI offers you several advantages, including less paperwork, reduced postage, less time spent handling claims and faster turn-around.

For information on a variety of EDI transactions and documents, please see our webpage at UHCprovider.com.

Please share this information with your software vendor. Your software vendor can help in establishing electronic connectivity. Please note the following:

- Clearinghouse connectivity is OptumInsight at enshealth.com for our payer ID 87726. Your software vendor is responsible for establishing your connectivity through a clearinghouse or entity that uses OptumInsight if you are not a direct OptumInsight client.
- All claims are set up as “commercial” through the clearinghouse.
- Our payer ID is 87726.
- Clearinghouse Acknowledgment Reports and Payer specific Acknowledgment Reports identify claims failing to successfully transmit electronically.
• We follow CMS National Uniform Claim Committee (NUCC) and National Uniform Billing Committee (NUBC) guidelines for placement of data for both HCFA 1500 and UB-04.

Questions can be addressed to EDI Customer Service at 800-210-8315.

Importance and Usage of EDI Acknowledgment/Status Reports

Software vendor reports only show the claim left your office and either was accepted or rejected by the vendor. Your software vendor report does not confirm claims have been received or accepted at clearinghouse or by the health plan. Acknowledgment reports show you the status of your electronic claims after each transmission. Analyzing these reports, you will know if your claims have reached the health plan for payment or if claim(s) have been rejected for an error or additional information.

You MUST review reports, clearinghouse acknowledgment reports and the health plan’s status reports to eliminate processing delays and timely filing penalties for claims that have not reached the health plan.

How do I get these reports?

Your software vendor is responsible for establishing your connectivity to our clearinghouse OptumInsight at enshelath.com.

If you are not already a direct OptumInsight client, we will instruct you in how your office will receive Clearinghouse Acknowledgment Reports.

How do I correct errors?

If you have a claim that rejects, you can correct the error and retransmit the claim electronically the same day, causing no delay in processing. It is very important that clearinghouse reports are reviewed and worked after each transmission. These reports should be kept if you need documentation for timely filing late.

IMPORTANT: If a claim is rejected and corrections are not received by the health plan within timely filing requirements from date of service or EOB from primary carrier, the CLAIM WILL BE CONSIDERED LATE BILLED and denied as not allowed for timely filing. Please reference your contract for timely filing limits.

If you are interested in billing electronically, obtaining information on a variety of EDI transactions, or information on training, please visit the UnitedHealthcare provider portal at UHCprovider.com, your Provider Advocate or contact the Provider Service Center at 866-331-2243.

EDI Companion Documents

The health plan’s companion guides are intended to convey information that is within the framework of the ASC X12N Implementation Guides (IG) adopted by HIPAA. The companion guides identify the data content being requested when data is electronically transmitted.

The companion documents are located on our website at UHCprovider.com.

The health plan uses the companion guides to:

• Clarify data content that meets the needs of the health plan’s business purposes when the IG allows multiple choices.
• Outline which situational elements the health plan requires.
• Provide values that the health plan will return in outbound transactions.

As the health plan makes information available on various transactions, we will identify our requirements for those transactions in the companion guide. Changes will be included in Change Summary located in each section of the companion document.

e-Business Support

UnitedHealthcare Community Plan offices will be staffed and open during normal business hours 8 a.m. - 5 p.m., CT, Monday through Friday.

• ERA – To enroll for 835 electronic remittance advice (ERA), you MUST enroll through a clearinghouse or entity that uses OptumInsight if you are not a direct OptumInsight client.
• EFT – EFT enrollment forms are located at UHCprovider.com.

The companion guide 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.
Chapter 13: Billing and Encounter Submission

Contacting your software vendor and/or clearinghouse prior to contacting UnitedHealthcare should be considered.

**Important EDI Payer Information**
- Claim Payer ID: 87726
- ERA Payer ID: UFNEP

**General Billing Guidelines**
Claims will be considered for reimbursement only if billing requirements are met and are a covered benefit for the enrolled member. If prior authorization was required, the prior authorization number must be entered in box 23 of the 1500 claim form. Submitting a referral with the claim does not guarantee reimbursement. Reimbursement for services depends on the member’s enrollment on the date(s) of service, medical necessity, and limitations and exclusions as stated in rules governing the plan, and UnitedHealthcare Community Plan policies and procedures. Exclusions include excessive, inappropriate or non-covered charges. We may make corrective adjustments to any previous payments for services and may audit claims submissions and payments to ensure compliance with applicable policies, standards, procedures, state and federal law. We may obtain reimbursement for overpayments directly or by offsetting against future payments due as allowed by law.

**Claims Payment Requirements**
UnitedHealthcare Community Plan must pay care providers interest at an annualized rate of 12%, calculated daily for the full period in which a payable clean claim remains unpaid beyond 60 days from receipt by UnitedHealthcare Community Plan. Interest owed to the care provider must be paid the same day that the claim is adjudicated, and reported on the encounter submission to MLTC or its designee.

**Medical Necessity Definition**
Medically necessary health care services or supplies are medically appropriate and:
- Necessary to meet the basic health needs of the client;
- Rendered in the most cost-efficient manner and type of setting appropriate for the delivery of the covered service;
- Consistent in type, frequency, duration of treatment with scientifically based guidelines of national medical research, or health care coverage organizations or governmental agencies;
- Consistent with the diagnosis of the condition;
- Required for means other than convenience of the client or his or her care provider;
- No more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, and efficiency of demonstrated value; and
- No more intense level of service than can be safely provided.

**Correction Coding Initiative (CCI)**
The health plan performs coding edit procedures, based primarily on the CCI and other nationally recognized and validated sources.

The edits basically fall into one of two categories:

**1. Comprehensive and Component Codes**
Comprehensive and component code combination edits apply when the code pair(s) in question appears to be inclusive of each other in some way. This category of edits can be further broken down into subcategories that explain the bundling rationale in more detail. Some of the most common causes for denials in this category include:
- Separate procedures. Codes that are, by CPT definition separate procedures, should only be reported when they are performed independently, and not when they are an integral part of a more comprehensive procedure.
- Most extensive procedures. Some procedures can be performed at different levels of complexity. Only the most extensive service performed should be reported.
- With/without services. It is contradictory to report code combinations where one code includes and the other excludes certain other services.
- Standards of medical practice. Services and/or procedures that are integral to the successful accomplishment of a more comprehensive procedure are bundled into the comprehensive procedure, and not reported separately.
- Laboratory panels. Individual components of panels or multichannel tests should not be reported separately.
- Sequential procedures. When procedures are often performed in sequence, or when an initial approach is followed by a more invasive procedure during the same...
session, only the procedure that achieves the expected result should be reported.

- Standards of medical practice. Services and/or procedures that are integral to the successful accomplishment of a more comprehensive procedure are bundled into the comprehensive procedure, and not reported separately.

- Laboratory panels. Individual components of panels or multichannel tests should not be reported separately.

- Sequential procedures. When procedures are often performed in sequence, or when an initial approach is followed by a more invasive procedure during the same session, only the procedure that achieves the expected result should be reported.

2. Mutually Exclusive Codes

These edits apply to procedures that are unlikely or impossible to perform at the same time, on the same patient, by the same care provider. There is a significant difference in the processing of these edits versus the comprehensive and component code edits.

CCI guidelines are available in paper form, on CD ROM, and in software packages that will edit your claims prior to submission. Your CPT and ICD CM Code vendor probably offers a version of the CCI manual, and many specialty organizations have comprised their own publications geared to address specific CCI issues within the specialty. CMS’s authorized distributor of CCI information is the U.S. Department of Commerce’s National Technical Information Service, or NTIS.

New CMS 02/12 1500 Claim Form Effective April 1, 2014

The CMS 1500 claim form is used to bill for most non-facility services, including professional services, transportation, and durable medical equipment. Ambulatory surgery centers and independent laboratories also must bill for services using the CMS 1500. Claims submitted on/after April 1, 2014 will need to be submitted on the new 02/12 1500 Claim Form.

- CPT and HCPCS procedure codes must be used to identify all services.

- ICD-10 procedure and condition codes (ICD-9 prior to 10/01/2015).

This section applies to paper CMS 1500 claims submitted to UnitedHealthcare Community Plan. For information on HIPAA-compliant 837 transactions, please consult the appropriate Implementation Guide.

Companion documents for 837 transactions are available on UHCprovider.com in the Electronic Data Interchange (EDI) section.

The companion documents are intended to supplement, but not replace, the 837 Implementation Guides for the 837 transactions.

ICD-10 CM Codes Effective 10/1/2015

UnitedHealthcare ICD-10-CM Code Lookup Tool to determine a diagnosis code from ICD-9 to ICD-10 and vice versa. The tool was developed using the Centers for Medicare and Medicaid Services (CMS) General Equivalence Mappings (GEMs) as a baseline, focusing on the high volume codes most frequently submitted to UnitedHealthcare claim platforms. Please use this link: icd10codelookup.smartbaselink.com/.

Completing the CMS 02/12 1500

Find instructions to completing the paper CMS 1500 claim form and determining whether a field is required at the National Claim Form Committee website.

nucc.org/index.php/1500-claim-form-mainmenu-35/1500-instructions-mainmenu-42

Claim Form

The following instructions explain how to complete the paper CMS 1500 claim form and whether a field is “Required,” “Required if applicable,” or “Not required.”

1. Program Block – Required

Check the second box labeled “Medicaid.”

1a. Insured’s ID Number Required – Required

Enter the member’s UnitedHealthcare Community Plan Member ID or their Nebraska DHHS ID number. If there are questions about eligibility, contact the Provider Service Center at 866-331-2243.

2. Patient’s Name – Required

Enter member’s last name, first name, and middle initial a shown on the ID card.

3. Patient’s Date of Birth and Sex – Required

Enter the member’s date of birth. Check the appropriate box to indicate the patient’s gender.
4. Insured’s Name – Not required
5. Patient Address – Required
   (can be used for member verification)
6. Patient Relationship to Insured – Not required
7. Insured’s Address – Required (if applicable)
8. Reserved for NUCC use – Not required
9. Other Insured’s Name – Required (if applicable)
   If the recipient has no coverage other than
   UnitedHealthcare Community Plan, leave this section
   blank. If other coverage exists, enter the name of the
   insured. If the other insured is the recipient, enter “Same.”
9a. Other Insured’s Policy or Group Number –
    Required (if applicable)
    Enter the group number of the other insurance.
9b. Reserved for NUCC Use – Not required
9c. Reserved for NUCC Use – Not required
9d. Insurance Plan Name or Program Name –
    Required (if applicable)
    Enter name of insurance company or program name
    that provides the insurance coverage.
10. Is Patient’s Condition Related to – Required
    (if applicable)
    Check “YES” or “NO” to indicate whether the patient’s
    condition is related to employment, an auto accident, or
    other accident. If the patient’s condition is the result of
    an auto accident, enter the two-letter abbreviation of the
    state in which the person responsible for the accident
    is insured.
10a. Claim Codes (Designated by NUCC) – Required
    (if applicable)
11. Insured’s Policy Group or FECA Number – Required
    (if applicable)
11a. Insured’s Date of Birth and Sex – Required
    (if applicable)
11b. Other Claim ID (Designated by NUCC) – Required
    (if applicable)
11c. Insurance Plan Name or Program Name – Required
    (if applicable)
11d. Is There Another Health Benefit Plan – Required
    (if applicable)
    Check the appropriate box to indicate coverage other
    than UnitedHealthcare Community Plan. If “Yes” is
    checked, you must complete Fields 9a-d.
12. Patient or Authorized Person’s Signature – Required
13. Insured’s or Authorized Person’s
    Signature – Required
14. Date of Current Illness, Injury or Pregnancy (LMP) –
    Required (if applicable)
15. Other date – Required (if applicable)
16. Dates Patient Unable to Work in Current Occupation –
    Required (if applicable)
17. Name of Ordering/Referring Provider or Other
    Source – Required (if applicable)
    Enter name of referring, ordering, or supervising provider
    who referred, ordered, or supervised the service(s) or
    supply(ies) on the claim
17a. The Other ID Number of the Referring/Ordering/
    Supervising provider – Required (if applicable)
    The non-NPI ID number of the referring, ordering,
    or supervising provider is the unique identifier of the
    professional or provider designated taxonomy code.
17b. NPI # of Ordering/Referring/Supervising Provider –
    Required (if applicable)
18. Hospitalization Dates Related to Current Services –
    Required (if applicable)
19. Additional Claim Information (Designated by NUCC) –
    Required (if applicable)
20. Outside Lab and ($) Charges – Required (if applicable)
21. Diagnosis Or Nature Of Illness or Injury – Required
    Enter at least one ICD CM Code diagnosis code
    describing the recipient’s condition. Up to twelve
    diagnosis codes in priority order (primary condition,
    secondary condition, etc.) may be entered.
22. Resubmission Code – Required (if applicable)
    Enter the appropriate code (“7” or “8”) to indicate whether
    this claim is a replacement of prior claim or a void/cancel
    of a prior claim. Enter the Claim Reference Number
    (CRN) of the prior claim being resubmitted or the paid
    claim being adjusted or voided/canceled in the field
    labeled "Original Reference No."
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23. Prior Authorization Number – Required
   Also used to enter the 10 digit CLIA certification number

24a. Date(s) of Service and NDC – Required
   In Field 24A of the CMS-1500 Form in the shaded area, enter the NDC Qualifier of N4 in the first 2 positions followed by the 11-digit NDC (no dashes or spaces) and then a space and the NDC Units of Measure Qualified, followed by the NDC Quantity. All should be left justified in the pink shaded area above the Date of Service.
   • The billed units in column G (Days or Units) should reflect the HCPCS units and not the NDC units. Billing should not be based off the units of the NDC. Billing based on the NDC units may result in underpayment to the provider.

24b. Place of Service (POS) – Required
   Enter the two-digit code that describes the place of service. (reference chapter 10 for POS list)

24c. EMG – Emergency Indicator – Required (if applicable)
   Mark this box with an “X,” or a “Y” if the service was an emergency service, regardless of where it was provided.

24d. Procedures, Services, or Supplies – Required
   Enter the CPT or HCPCS procedure code that identifies the service provided. If the same procedure is provided multiple times on the same date of service, enter the procedure only once. Use the Units field (Field 24G) to indicate the number of times the service was provided on that date. Unit definitions must be consistent with the HCPCS and CPT manuals.

For some claims billed with CPT/HCPCS codes, procedure modifiers must be used to accurately identify the service provider and avoid delay or denial of payment.

24e. Diagnosis Pointer – Required
   Relate the service provided to the diagnosis code(s) listed in Field 21 by entering the number of the appropriate diagnosis. Enter only the reference number from Field 21 (1, 2, 3, or 4), not the diagnosis code itself. If more than one number is entered, they should be in descending order of importance.

24f. $ Charges – Required
   Enter the total charges for each procedure. If more than one unit of service was provided, enter the total charges for all units. For example, if each unit is billed at $50.00 and three units were provided, enter $150.00 here and three units in Field 24G.

24g. Units – Required
   Enter the units of service provided on the date(s) in Field 24A. Bill all units of service provided on a given date on one line. Unit definitions must be consistent with CPT and HCPCS manuals.

24h. EPSDT/Family Planning – Required (if applicable)
   Enter referral indicator codes using CPT well-child preventive codes 99381-99395.
   • AV – Patient;
   • S2 – Patient is currently under treatment for diagnostic or corrective health problem;
   • NU – No referral given, or
   • ST – Referral to another provider for diagnostic or corrective treatment

24i. ID Qualified – Required (if applicable)

24j. (NON SHADED AREA) – RENDERING PROVIDER ID # – Required
   Rendering Provider’s NPI is required for all providers that are mandated to maintain an NPI #.

25. Federal Tax ID Number – Required
   Enter the tax ID number and check the box labeled “EIN.” If the provider does not have a tax ID, enter the provider’s Social Security Number and check the box labeled “SSN.”

26. Patient Account Number – Not required
   This is a number that the provider has assigned to uniquely identify this claim in the provider’s records. UnitedHealthcare Community Plan will report this number in correspondence, including the Remittance Advice, to provide a cross-reference between the UnitedHealthcare Community Plan Claim Reference Number and the provider’s own accounting or tracking system.

27. Accept Assignment – Required

28. Total Charge – Required
   Enter the total for all charges for all lines on the claim.

29. Amount Paid – Required (if applicable)
   Enter the total amount that the provider has been paid for this claim by all sources other than UnitedHealthcare Community Plan. Do not enter any amounts expected to be paid by UnitedHealthcare Community Plan.
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30. Rsvd for NUCC Use – Required (if applicable)
31. Signature and Date – Required
The claim must be signed by the provider or his/her authorized representative. Rubber stamp signatures are acceptable if initialed by the provider representative. Enter the date on which the claim was signed.
32. Service Facility Location Information – Required
Ambulance claims must include point of origin, and destination; Address, city, state and zip.
32a. Service Facility NPI # – Required (if applicable)
32b. Service Facility (Shaded Area) – Not required

33. Billing Provider Name, Address and Phone # – Required
Enter the provider name, address, and phone number. If a group is billing, enter the group biller’s name, address, and phone number.
33a. Billing Provider NPI # – Required (if applicable)
33b. Other ID (shaded area) – Required (if applicable)

UB-04
The UB-04 claim form is used to bill for all hospital inpatient, outpatient, and emergency room services.

- Revenue codes are used to bill line-item services provided in a facility.
- Revenue codes must be valid for the service provided.
- Revenue codes also must be valid for the bill type on the claim.
- ICD CM Code diagnosis codes are required.
- ICD CM Code procedure codes must be used to identify surgical procedures billed on the UB-04.
- CPT/HCPCS and modifiers must be used to identify other services rendered.

This section applies to paper claims submitted to UnitedHealthcare Community Plan. For information on HIPAA-compliant 837 transactions, please consult the appropriate Implementation Guide.

Companion documents for 837 transactions are available on our website at UHCprovider.com/NEcommunityplan

The companion documents are intended to supplement, but not replace, the 837 Implementation Guides for the 837 transaction.

ICD-10 CM Code Effective 10/1/2015
You can utilize the UnitedHealthcare ICD-10-CM Code Lookup Tool to determine a diagnosis code from ICD-9 to ICD-10 and vice versa. The tool was developed using the Centers for Medicare and Medicaid Services (CMS) General Equivalence Mappings (GEMs) as a baseline, focusing on the high volume codes most frequently submitted to UnitedHealthcare claim platforms. Please utilize this link: https://icd10codelookup.smartbasealink.com/

Completing the UB-04 Claim Form
The following instructions explain how to complete the UB-04 claim form and whether a field is “Required,” “Required if applicable,” or “Not required.” The instructions should be used to supplement the information in the AHA Uniform Billing Manual for the UB-04.

1. Provider Name, Address & Telephone Number – Required
Enter the name, address, and phone number of the provider rendering service. P.O. Boxes or lockboxes are not allowed.

2. Pay to Name and Address – Required (if applicable)

3a. Patient Control No. – Required
This is a number that the facility assigns to uniquely identify a claim in the facility’s records. UnitedHealthcare Community Plan will report this number in correspondence, including the Remittance Advice, to provide a cross-reference between the Claim Reference Number and the facility’s accounting or tracking system.

3b. Medical/Health Record – Required (if applicable)

4. Bill Type – Required
Facility type (first digit), bill classification (second digit and frequency (third digit).

5. Fed Tax No. – Required
Enter the facility’s federal tax identification number.

6. Statement Covers Period – Required
Enter the beginning and ending dates of the billing period.
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OR

<table>
<thead>
<tr>
<th>FED. TAX NO.</th>
<th>STATEMENT COVERS PERIOD</th>
<th>HOSPITAL CODE</th>
</tr>
</thead>
<tbody>
<tr>
<td>0000000000</td>
<td>09/15/2014 - 09/20/2014</td>
<td></td>
</tr>
</tbody>
</table>

1. Administrative Necessary Days – Not Required

2. Patient Name/Identified – Required
Enter the recipient’s last name, first name, and middle initial as they appear on the UnitedHealthcare Community Plan ID card.

3. Patient Address – Required

4. Patient Birth Date – Required

5. Patient Sex – Required

6. Admission/Start of care date – Required

7. Admission hour – Required (if applicable)

8. Priority (type) of Admission/Visit – Required
Required for all claims. Enter the code that best describes the recipient’s status for this billing period.

9. Emergency: Patient requires immediate medical intervention for severe, life threatening or potentially disabling conditions. Documentation must be attached to claim.

10. Urgent: Patient requires immediate attention. Claim marked as urgent will not qualify for emergency service consideration.

11. Elective: Patient’s condition permits time to schedule services.

12. Newborn: Patient is newborn. Newborn source of admission code must be entered in Field 20.

13. Trauma Center: Visit to a trauma center/hospital as licensed or designated by the State or local government authority authorized to do so, or as verified by the American College of Surgeons and involving trauma activation.

14. Point of Origin for Admission or Visit – Required

15. Discharge Hour – Required (if applicable)
Enter the code which best indicates the recipient’s time of discharge. Required for inpatient claims when the recipient has been discharged. See UB Editor for code structure.

16. Patient discharge status – Required
Required for all claims. Enter the code that best describes the recipient’s status for this billing period.

17. Discharged to home or self-care (routine discharge)

18-28. Condition Codes – Required (if applicable)
Enter the appropriate condition codes that apply to this beneficiary.

19. Accident State – Required (if applicable)

20. Accident Date – Required (if applicable)
31-34. Occurrence Codes and Dates – Required (if applicable)

NOTE: Nebraska Hospital claims require that at least one UB Occurrence Code be a number from 01-06 when the RSS Diagnosis code in the Primary Diagnosis field only indicates Trauma ICD10 S02.0XXA - T88.51XXA). In addition the Hospital must also submit a valid External Cause of Injury Code (E-code) on the Claim. Since correct Provider billing should have the required occurrence code and E Diagnosis code on hospital claims when a Trauma diagnosis is present. Claims will deny when correct coding is not submitted.

01 Accident/Medical Coverage – Code indicating accident-related injury for which there is medical payment coverage. Provide the date of accident/injury

02 No-Fault Insurance Involved – Including Auto Accident/Other - Date of an accident, including auto or other, where the State has applicable no-fault or liability laws (i.e., legal basis for settlement without admission or proof of guilt).

03 Accident/Tort Liability - Date of an accident resulting from a third party’s action that may involve a civil court action in an attempt to require payment by the third party, other than no-fault liability.

04 Accident/Employment Related – Date of an accident that relates to the patient’s employment.

05 Accident/No Medical or Liability Coverage – Code indicating accident related injury for which there is no medical payment or third-party liability coverage. Provide date of accident or injury.

06 Crime Victim – Code indicating the date on which a medical condition resulted from alleged criminal action committed by one or more parties.

35-36. Occurrence Span codes and dates – Required (if applicable)

37. Reserved (assignment by the NUBC)

38. Responsible Party Name and Address – Required (if applicable)

39-41. Value Codes and Amounts – Required (if applicable)

42. Revenue Code – Required
Enter the appropriate revenue code(s) that describe the service(s) provided. Revenue codes should be billed chronologically for accommodation days and in ascending order for non-accommodation revenue codes. Accommodation days should not be billed on outpatient bill types.

43. Revenue Code Description/NDC code – Required (if applicable)
Enter the description of the revenue code billed in Field. To report the NDC on the UB04 claim form, enter the following information into the Form Locater 43 (Revenue Code Description):

- The NDC Qualifier of N4 in the first 2 positions on the left side of the field
- The NDC 11-digit numeric code, without hyphens.
- The NDC Unit of Measurement Qualified (as listed above)
- The NDC quantity, administered amount, with up to three decimal places (i.e., 1234.456). Any unused spaces are left blank.

The information in the Revenue Description field is 24 characters in length and is entered without delimiters, such as commas or hyphens.

44. HCPCS/Rates – Required (if applicable)
Enter the inpatient (hospital or nursing facility) accommodation rate. Dialysis facilities must enter the appropriate CPT/HCPCS code for lab, radiology, and pharmacy revenue codes. Hospitals must enter the appropriate CPT/HCPCS codes and modifiers when billing for outpatient services.

- Form locater 44 (HCPCS/Rate/HIPPS code): Enter the corresponding HCPCS code associated with the NDC

45. Service Date – Required (if required)
The dates indicated outpatient service was provided on a series bill. The date of service should only be reported if the From and Through dates in Form Locater 6 are not each other on the form. Enter the date in MM/DD/YYY or MM/DD/YYYY format.

46. Service Units – Required
Number of units for ALL services must be indicated. If accommodation days are billed, the number of units billed must be consistent with the patient status field (Field 22 and statement covers period (Field 6). If the recipient has been discharged, UnitedHealthcare Community Plan covers the admission date to, but not including, the discharge date. Accommodation days reported must reflect this. If the recipient expired or has not bee discharged, UnitedHealthcare Community Plan covers the admission date through last date billed.
Chapter 13: Billing and Encounter Submission

- Form Locater 46 (Serv Units/HCPCS Units): Enter the number of HCPCS units administered

47. Total Charges – Required
Total charges are obtained by multiplying the units of service by the unit charge for each service. Each line other than the sum of all charges may include charges up to $999,999.99. Total charges are represented by revenue code 001 and must be the last entry in Field 47. Total charges on one claim cannot exceed $999,999,999.99.

48. Non-covered Charges – Required (if applicable)

49. Reserved (assignment by the NUBC)

50. (A-C) Payer – Required (if applicable)
Enter the name and identification number, if available, of each payer who may have full or partial responsibility for the charges incurred by the recipient and from which the provider might expect some reimbursement. If there are other payers, UnitedHealthcare Community Plan should be the last entry. If there are no payers, UnitedHealthcare Community Plan will be the only entry.

51. (A-C) Healthplan Identification No. – Required (if applicable)
Enter the facility’s ID number as assigned by the payer(s) listed in Fields 50 A, B, and/or C.

52. (A-C) Release of Information – Required

53. (A-C) Assignment of Benefits – Required

54. (A-C) Prior Payments – Required (if applicable)
Enter any payments made, due, or obligated from other sources for services listed on this claim unless the source is from Medicare. Other sources may include health insurance, liability insurance, excess income, etc. A copy of the explanation of Medicare or insurance remittance advice, explanation of benefits, denial, or other documentation must be attached to each claim when submitting multiple claim forms.

55. (A-C) Amount due – Not required

56. National Provider Identifier (NPI) Billing Provider – Required

57. Other (Billing) Provider Identifier – Required (if applicable)

58. (A-C) Insured’s Name – Not Required
Enter the name of insured covered by the payer(s) in Field 50.

59. (A-C) Patient’s Relationship To Insured – Not Required

60. (A-C) Insured’s Unique Identification – Required
Enter the Medicaid member’s complete eleven-digit identification number or UnitedHealthcare Community Plan seven-digit identification number.

61. (A-C) Group Name – Required (if applicable)

62. (A-C) Insurance Group Number – Required (if applicable)

63. (A-C) Treatment Authorization – Required (if applicable)
Enter the authorization number for services provided.

64. Document Control Number – Required (if applicable)

65. (A-C) Employer Name – Not required

66. Diagnosis and Procedure Code Qualified – Required

67. Principal Diagnosis Code – Required
Enter the principal ICD CM Code diagnosis code.

68. (A – Q) Other Diagnosis Codes – Required (if applicable)
Enter when other condition(s) coexist or develop(s) subsequently during the patients treatment.

69. Reserved (assignment by the NUBC)

70. (A - C) Patient’s Reason for Visit —Required (if applicable)

71. Prospective Payment System (PPS) Code – Not Required

72. External Cause of Injury (ECI) Codes – Required (if applicable)
Enter trauma diagnosis code, if applicable.

73. Reserved (assignment by the NUBC)

74. Principal Procedure Code and Dates – Required (if applicable)
Enter the principal ICD CM Code procedure code and the date the procedure was performed during the inpatient stay or outpatient visit. Enter the date in MM/DD/YYYY or MM/DD/YYYY format. If more than one procedure is performed, the principal procedure should be the one that is related to the primary diagnosis, performed for definitive treatment of that condition, and which require the highest skill level.

74. (A-E) Other Procedures and Dates - Required (if applicable)
Enter other ICD codes identifying all significant procedures performed. Enter the date of that procedure.

75. Reserved (assignment by the NUBC)

76. Attending Provider name and Identifiers – Required

77. Operating Physician Name and Identifier – Required (if applicable)

78-79. Other Physician – Required (if applicable)

80. Remarks – Required (if applicable)
Chapter 13: Billing and Encounter Submission

81. **Code-Code (CC) Field – Required** (if applicable)
   Enter other procedure codes in descending order of importance.

**Electronic Claims and Encounter Submission**

UnitedHealthcare offers many of our providers the option of submitting claims and encounters to UnitedHealthcare by electronic data interchange (EDI). EDI offers providers several advantages, including less paperwork, reduced postage, less time spent handling claims and faster turn-around. UnitedHealthcare Community Plan can accept claims electronically when UnitedHealthcare Community Plan is secondary and there is no need to send a paper claim as backup.

If you are interested in billing electronically, visit the UnitedHealthcare Provider Portal at [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan) or contact the Provider Service Center at 866-331-2243.

**Reminders**

- Indicate the attending care provider name and identifiers for the patient’s medical care and treatment on institutional claims for any services other than non-scheduled transportation claims.
- Also send the referring care provider NPI and name on outpatient claims when the referring care provider for the services is different than the attending care provider.
- As of Jan. 1, 2013, claims must include the attending care provider’s NPI in the Attending Provider Name and Identifiers fields (UB-04 FL76 or electronic equivalent) of your claims. That NPI must not be your billing NPI or an organizational NPI; it must an individual care provider NPI.
- **For Behavioral Health providers**, currently, our systems have been updated to receive more than one NPI per agency. Care providers can now bill using multiple site-specific NPIs.

**Duplicate Denials**

To reduce receiving duplicate denials, submit one claim with all billed services for one member, one date of service when rendered by same care provider. If you bill for multiple dates of service, please ensure all billable services are listed for the dates of service.

The exception to these guidelines applies when the service(s) include:

- Different procedure codes
- Different modifiers
- Different NDC numbers
- Different place of service (POS)
- Billing by care provider of different specialty

All services billed on a UB-04 form need to be listed on one claim form.

**Overpayment**

**Overpayment Identified by the Care Provider**

A care provider must notify UnitedHealthcare Community Plan of an overpayment on a claim. A request to have an adjustment completed can be requested or a refund check can be sent with the following information:

- A statement of authorization for Community Plan to recover the funds in question from a person in your office or company who has the authority to, for example, sign checks or approve financial decisions
- The name and contact information for the person mentioned above.
- The overpayment amount and the reason for the request.
- If you are sending a check, the amount for the check you are sending must be included with the written request along with the check number.

A list of claims must accompany the letter and needs to include the following information:

- Member ID as applicable for UnitedHealthcare Community Plan.
- Service date.
- Payment date.
- Original claim number (if known).
- Amount paid.
- Overpayment amount.
- Overpayment reason.

Please reference Sample Overpayment Report on next page.

Mail Adjustment Request to:
UnitedHealthcare Community Plan
P.O. Box 31365
Salt Lake City, UT 84131
### Sample Overpayment Report

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

<table>
<thead>
<tr>
<th>Member ID</th>
<th>Date of Service</th>
<th>Original Claim #</th>
<th>Date of Payment</th>
<th>Paid Amount</th>
<th>Amount of Overpayment</th>
<th>Reason for Overpayment</th>
</tr>
</thead>
<tbody>
<tr>
<td>11111</td>
<td>01/01/14</td>
<td>14A000000001</td>
<td>01/31/14</td>
<td>115.03</td>
<td>115.03</td>
<td>Double payment of claim</td>
</tr>
<tr>
<td>2222222</td>
<td>02/02/14</td>
<td>14A000000002</td>
<td>03/15/14</td>
<td>279.34</td>
<td>27.19</td>
<td>Contract states $50, claim paid 77.29</td>
</tr>
<tr>
<td>3333333</td>
<td>03/03/14</td>
<td>14A000000003</td>
<td>03/15/14</td>
<td>131.41</td>
<td>99.81</td>
<td>You paid 4 units, we billed only 1</td>
</tr>
<tr>
<td>44444444</td>
<td>04/04/14</td>
<td>14A000000004</td>
<td>05/02/14</td>
<td>412.26</td>
<td>412.26</td>
<td>Member has other insurance</td>
</tr>
<tr>
<td>55555555</td>
<td>05/05/14</td>
<td>14A000000005</td>
<td>06/15/14</td>
<td>332.63</td>
<td>332.63</td>
<td>Member Terminated</td>
</tr>
</tbody>
</table>

### Overpayment Identified by UnitedHealthcare Community Plan

Refunds requested by UnitedHealthcare Community Plan should be sent with an Overpayment Notification Letter to:

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

### Helpful Hints:

- Make sure the letter is authorized by an individual in your office or company authorized to sign checks and financial documents, such as an office or principal.
- Include the contact information for the person mentioned above.

**Provider Service Telephone Number:** If you have any questions or problems, please call **866-331-2243**.
Billing Guidelines for Obstetrical Services

The reporting procedure below must be followed when submitting OB delivery claims to UnitedHealthcare Community Plan. These procedures must be followed or the claim will be denied by UnitedHealthcare Community Plan.

- Use CPT Evaluation and Management codes (99201-99215*) or OB visits (59425-59426) to report prenatal visits
- The beginning date of service is equal to the initial prenatal visit and the ending date of service is equal to the last prenatal visit prior to delivery
- Use one unit with the appropriate charge should be entered in the charge column
  *Only use CPT Evaluation and Management (E/M) codes 99201-99215, when three or less prenatal visits are performed
- Use global delivery code (59400, 59519, 59610 and 59618)

Hospital and Clinic Method of Billing Professional Services

UnitedHealthcare Community Plan billing policy requires hospital and clinics to bill on a CMS 1500 with the servicing care provider’s name in box 31 and the servicing care provider’s group NPI number in box 33a.

UnitedHealthcare Community Plan Provider Remittance Advice

All online transactions for members enrolled in Medicaid are accessible on Link.

If you are not already registered on Link, you may do so directly on the Link home page.

We have claims and payments tutorials online at [UHCprovider.com](http://UHCprovider.com). You will find a quick reference guide regarding payments, eligibility and referrals as well as other helpful tools relating to transactions.

Resubmitting a Claim

What is it?
When you resubmit a claim, you are creating a new claim.

When to use it:
Only use claim resubmission if a claim has been rejected, not if the claim was denied. 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. A denied claim is a claim that has been through claim processing and determined it cannot be paid. You may appeal a denied claim by submitting the claim with corrected claim information or appealing the decision. See Claim Correction and Reconsideration sections of this chapter for more information.

A rejected claim is one that has not been processed due to problems detected before claim processing. Claims are typically rejected for incorrect patient names, date of birth, insurance ID’s, address, etc. Since rejected claims have not been processed yet, there is no appeal — the claim just needs to be corrected through resubmission.

Common Reasons for Rejected Claims

Some of the common causes of claim rejections are:

- Errors to patient demographic data — age, date of birth, sex, etc. or address
- Errors to care provider data
- Incorrect patient insurance ID
- No referring care provider ID or NPI number

If you feel a claim has not been properly processed, UnitedHealthcare Community Plan has provided several options for you. If you met the initial submission requirements as stated in your contract, then you have up to twelve months from the date of service to resubmit a clean claim. Please see Timely Filing Guidelines within this chapter for additional timely filing guidelines for resubmitting a claim.

Resubmission of Claims

You must use the following steps to resubmit a claim or submit a corrected claim:

- Submit a copy of the claim.
- Submit a copy of the remittance advice.
- Submit with a cover letter or completed Reconsideration Form with the reason for resubmitting the claim, and any correction(s) that were made. Sign and date the cover letter and provide UnitedHealthcare Community Plan with a contact telephone number. The Reconsideration Form is available online at [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan) > select the Provider Forms and References tab.
Chapter 13: Billing and Encounter Submission

Mail the claim with cover letter to:
UnitedHealthcare Community Plan
Provider Claim Disputes
P.O. Box 31365
Salt Lake City, UT 84131

All online transactions for members is accessible on UHCprovider.com.

If you are not already registered on UHCprovider.com, you may do so directly on the website. The website allows you to:
- Verify member eligibility
- Check claim status
- Submit claims
- Request an adjustment
- Review a remittance advice
- Review or download a PCP panel roster

Care Provider Service Center
This is the primary point of contact if you require assistance. The Provider Service Center is staffed with Provider Service representatives trained specifically for UnitedHealthcare.

Claim Correction
What is it?
A corrected claim is a replacement of a previously submitted claim that has already been processed.

When to use:
You should only submit a corrected claim for a claim already processed. The purpose of claim correction is to correct information on the original submission.

How to use:
Use the claims reconsideration application on Link. To access Link, sign in to UHCprovider.com using your Optum ID. You may also submit the claim by mail with a claim reconsideration request form.

Allow up to 30 business days to receive payment for initial claims and 30 business days to receive a response to adjustment requests.

The Provider Service Center can assist you with questions on Medicaid benefits, eligibility, claims resolution; forms required to report specific services, billing questions, etc. and can be reached at 866-331-2243.

The Provider Service Center works closely with all departments in UnitedHealthcare.

How to Submit Your Corrected Claims Electronically

Institutional Claims:
You may submit a corrected claim electronically through their claim clearinghouse.

- Update the 3rd digit in the bill type to a:
  - “7” for a replacement request
  - “8” for a void request
- The change in bill type will flag the claim as a corrected claim

Professional Claims:
You may submit an adjustment or void claim request electronically through claim clearinghouse using resubmission codes in box 22 on the CMS 1500 claim titled Resubmission Code.

- Resubmission code “7” for replacement request
- Resubmission code “8” for void request
- Include original claim number in the original reference number

Inquiring About a Claim
UnitedHealthcare Community Plan has developed multiple options to help you when inquiring about claims: the UnitedHealthcare Provider Service Center, and the UnitedHealthcare provider portal.

Care Provider Service Center
The Provider Service Center is the primary point of contact if you require assistance with claims.

The Provider Service Center is staffed with Provider Service representatives trained specifically for UnitedHealthcare and can be reached at 866-331-2243.

They work closely with all departments in UnitedHealthcare to resolve issues. By following a few guidelines, you can help UnitedHealthcare provide you with prompt, efficient service. Please have all applicable information ready before you call:

- Provide the member’s ID number, date of service, procedure code, amount billed, care provider’s ID number and claim number (if known).
• Allow 45 days from date of submission prior to inquiring about a claim.
• Limit telephone inquiries to a maximum of five claims per call.

**Link: Your New Gateway to UnitedHealthcare’s Online Care Provider Tools and Resources**

Link includes many of the same applications as Optum Cloud Dashboard, but with a new interface that can help make your work measurably faster and easier. Link users can quickly move between applications and even customize the screen to put common tasks just one click away.

Use Link applications to help simplify daily administrative tasks for your practice:

• Check member eligibility across multiple lines of business
• Submit claims reconsideration requests
• Review coordination of benefits information
• Use the integrated applications to complete multiple transactions at once
• Reduce phone calls, paperwork and faxes

Registration is required to access Link.

To access Link, please sign in to UHCprovider.com using your Optum ID.

• If you have a UHCprovider.com user ID but do not yet have an Optum ID, go to UHCprovider.com, click “Sign In,” then “Register” to create your Optum ID.
• If you don’t have a UHCprovider.com user ID, go to UHCprovider.com and select “New User” to begin registration.

**LINK applications:**

LINK contains the following information:

• General information
• Information for website administrators
• Billing services
• Claims management
• Claim reconsideration
• Provider data management
• Eligibility & Benefits Center

**Learn more:** To learn more about Link and view answers to frequently asked questions, please visit [UHCprovider.com](http://UHCprovider.com) > Resource Library. If you have other questions, please call UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 3, 7 a.m. – 9 p.m. CT, Monday through Friday.

**Resolving Claim Issues**

To resolve claim issues, you should first contact the Provider Service Center at 866-331-2243, use the online provider portal, or resubmit the claim by mail.

Allow up to 30 business days to receive payment for initial claims and 30 business days to receive a response to adjustment requests.

**Care Provider Service Center**

The Provider Service Center provides assistance for you to resolve escalated issues, including complex and large volume issues involving UnitedHealthcare claims. A Provider Service Center representative will track each issue until agreement that it is resolved, even if it is referred to an outside expert or adjuster for resolution. When calling the Provider Service Center, you should be prepared to provide the representative a detailed explanation of specific issues and what was expected under the terms of the contract.

To contact the Provider Service Center, call 866-331-2243.

**Valid Proof of Timely Filing Documentation**

Timely filing denials are often upheld due to incomplete or invalid documentation submitted with reconsideration requests. The following information has been compiled to help clarify the documentation required as valid proof of timely filing documentation. When submitting a request for reconsideration of a claim to substantiate timely filing, please follow the appropriate instructions below.

For electronic claims:

• Electronic Claims – Acceptance Report must include:
  – Universal electronic data interchange (EDI) acceptance code A1:19 coding and an acceptance date within the timely filing period, or
  – A combination of a version of the words accepted by payer, acknowledged by payer or received by UnitedHealthcare Community Plan
For paper claims:
Submit a screen shot from accounting software that shows the date the claim was submitted. The screen shot must show:

- Correct patient name
- Correct date of service
- Submission date of claim
- The submission date must be within the timely filing period.

Please reference your contract for timely filing limits.

Other valid proof of timely filing documentation.
Valid when incorrect insurance information was provided by the patient at the time the service was rendered:

- A denial/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
- Letter from another insurance carrier or employer group indicating no coverage for the patient on the date of service of the claim
- All of the above must include documentation that the claim is for the correct patient and the correct date of service.

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

To be considered timely, the claim must be received by UnitedHealthcare Community Plan within the timely filing period from the date on the other carrier’s correspondence. If the claim is received after the timely filing period, it will not meet timely filing criteria.

Tips for successful claims resolution

- Do not allow claim issues to accumulate or go unresolved.
- Care provider contracts only allow a limited time to request an adjustment.
- If you cannot verify that a claim is on file, then call the Provider Service Center at 866-331-2243.
- You should not resubmit claims that have been validated as on file unless submitting a corrected claim.
- File claims adjustment requests within contractual time requirements. (See Chapter 14)
- When submitting adjustment requests, provide the same information required for a clean claim. Explain the adjustment request, what should have been paid, and why.
- If a claim/service is denied for exceeding the maximum daily frequency allowed for the procedure and exceeding the maximum daily frequency is medically necessary, please submit the medical records justifying medical necessity. If you have questions about the maximum daily frequency of a CPT/HCPCS, please contact the Provider Service Center at 866-331-2243.

Third Party Resources

UnitedHealthcare Community Plan is, by law, the payer of last resort for eligible members. Therefore, care providers must bill and obtain an explanation of benefits (EOB) from any other insurance or source of health care coverage prior to billing UnitedHealthcare Community Plan, as required by contract. You should refer to your contract for submission deadlines concerning third party claims. 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 the denial reason.

Medicare Crossover Claims

You are required to enter Medicare information at both the claim level and the line level. When entering Medicare information at the claim level, please help ensure the amount entered is the sum of the amounts entered at the line level. Medicaid will pay the lesser of the Medicare or Medicaid allowable amount. This coordination of benefits reimbursement policy applies to all care providers.

Please visit UHCprovider.com > Resource Library > Electronic Data Interchange (EDI). Or you can call the Provider Service Center at 866-331-2243 for further assistance.

Subrogation and Coordination

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

1. Subrogation – We reserve the legal right to recover benefits paid for a member’s health care services when a third party causes the member’s injury or illness.
2. **COB** – Coordination of benefits is administered according to the member’s benefit contract and in accordance with applicable statutes and regulations.

UnitedHealthcare Community Plan is considered the payer of last resort. Care providers should identify and verify any other insurance coverage for the member. Other coverage that is identified should be billed as the primary carrier. When billing UnitedHealthcare Community Plan as the final payee, submit the primary payer’s explanation of benefits or remittance advice with the claim.

**Billing Members**

Please be aware you must not balance-bill members for any of the following reasons:

- If there is a difference between the charge amount and the UnitedHealthcare Community Plan fee schedule.
- If a claim has been denied for late submission, unauthorized service, or as not medically necessary.
- If a member requests a service that is not covered by UnitedHealthcare Community Plan.
- If you wish to bill the member for non-covered services, you must discuss this with the member prior to rendering the services and obtain a signed waiver of liability from that member that specifies the service and specific amount in question.
- When claims are pending review by UnitedHealthcare Community Plan.

If you have any questions regarding balance billing a member, please contact your provider advocate.

If you do not know whom your provider advocate is, please send an email to Nebraska_PR_Team@uhc.com with your question. A provider advocate will get back to you.
Chapter 14: Care Provider Claim Disputes, Appeals and Grievances

Appeals and Grievances Definitions

Grievance

Grievance is a written or verbal expression of dissatisfaction about any matter other than an adverse benefit determination. A member may file a grievance either verbally or in writing. A care provider may file a grievance on a member’s behalf when acting as the member’s authorized representative. A care provider may also file a grievance on his or her own behalf.

How to file:
Members may file a grievance by calling UnitedHealthcare Community Plan at 800-641-1902, 711 (TTY for the hearing impaired), OR

Care providers may file a grievance by calling Provider Services toll free at 866-331-2243 or TTY: 711, Monday through Friday, 7 a.m. – 8 p.m. CT.

The mailing address for submitting a grievance in writing for both members and care providers is:

UnitedHealthcare Community Plan
Attn: Appeals and Grievances
P.O. Box 31364
Salt Lake City, UT 84131

We will try to get an answer in 15 working days. If that is not possible, an answer should be received no longer than 90 calendar days from the date the complaint/grievance was filed.

Member Benefit Appeals

You play an integral role in the appeal process for UnitedHealthcare Community Plan members. This includes you acting on the member’s behalf with written consent, and providing medical records and certification of the emergent nature of appeals as appropriate.

A member benefit appeal is a request for review of an adverse benefit determination.

Adverse benefit determination is when the plan:

- Denies, suspends or terminates a previously authorized service;
- Refuses or denies, in whole or part, payment for services;
- Fails to provide services in a timely manner, as defined by the state or CMS; or
- Denies a member’s request to dispute a financial liability, including cost sharing, copayments and other member financial liabilities.

CMS allows UnitedHealthcare Community Plan members the right to appeal any decision regarding provision of services or claim payment whether the decision is made by UnitedHealthcare Community Plan or you. Whenever you deny a service, you are obligated, under CMS’s requirements, to provide that patient with his or her UnitedHealthcare Community Plan appeal rights. The member has the right to:

- Appeal the decision by calling or writing to the Customer Service Center within 60 calendar days of the notice of adverse benefit determination.

UnitedHealthcare Community Plan
Attn: Appeals and Grievances
P.O. Box 31364
Salt Lake City, UT 84131
800-641-1902 (toll-free)
TTY: 711 for the hearing impaired
(available 7 a.m. - 7 p.m. CT and 6 a.m. - 6 p.m. MT, Monday through Friday.)

- Member has the right to present the appeal in person Monday through Friday, 8 a.m. - 5 p.m. CT, at:

UnitedHealthcare Community Plan
2717 N. 118th Street Suite #300
Omaha, NE 68164

- Receive a copy of the rule used to make the decision.
- Ask someone (a family member, friend, lawyer, health care provider, etc.) to help with the appeal. The member has the right to present evidence, and allegations of fact or law, in person as well as in writing. If someone else helps the member with their appeal, the member will need to sign a form called Assignment of Record (AOR). The form grants permission to the other party to help the member on their behalf with the appeal process.
Chapter 14: Care Provider Claim Disputes, Appeals & Grievances

- The member or representative may review the case file, including medical records and any other documents or records, before and during the appeal process.
- Send written comments or documents to be considered in deciding the appeal.
- Ask for an expedited appeal if waiting for this health service would increase the risk to the patient’s health. The member or care provider has limited time (72 hours) to represent evidence and allegations of fact or law, in person and in writing.
- Ask for continuation of services during the appeal. However, the patient may be required to pay for the health service if the service is continued and it is decided that the patient should not have received the service.
- Time frame that the health plan has to resolve standard appeal is 30 calendar days from the day the health plan receives the appeal.
- Time frame that the health plan has to resolve an expedited appeal is 72 hours from the day the health plan receives the appeal. The health plan may extend the expedited appeal response up to 14 calendar days if any other below conditions apply:
  1. Member request
  2. The health plan shows to the satisfaction of DHHS upon its request that there is need for additional information and how the delay is in the member’s interest.

Member State Fair Hearings

State Fair Hearing is a request by a member to appeal a decision made by the health plan, addressed to the state.

The member or their representative may request the state of Nebraska for a State Fair Hearing only after receiving notice that the health plan is upholding the adverse benefit determination. Write to the state within 120 calendar days from the appeal decision notice at:

Department of Health and Human Services  
MLTC Appeal Coordinator  
P.O. Box 94967  
Lincoln, NE 68509-4967

- The patient can call UnitedHealthcare Community Plan Customer Service for assistance in writing the letter as necessary.
- The patient may call the NE DHHS MLTC Legal Services at 402-471-7237.
- The patient may have someone else such as a family member, friend, health care provider, or lawyer attend with them.

Note: A member or member representative may request a State Fair Hearing only after receiving notice the health plan is upholding the adverse benefit determination.

Ask for continuation of services during the State Fair Hearing. However, the patient may be required to pay for the health service if the service is continued and it is decided that the patient should not have received the service.

Provider Claims Adjustment Requests – Claim Reconsideration (step one)

What is it?
Claim issues include overpayment, underpayment, payment denial, or an original or corrected claim determination you do not agree with.

A claim reconsideration request is typically the quickest way to address any concern you have about whether a claim was processed correctly. You may submit a claim reconsideration request electronically, by phone, mail or fax.

When to use:
Claims reconsiderations are appropriate when you think a claim has not been properly processed after the health care service was rendered. Some of the common reasons for claims reconsiderations include, but are not limited to:

- Failure to obtain required prior notification
- Untimely submission of claim
- Reimbursement disputes

How to use:
If you disagree with the outcome of a claim determination, the first step is to submit a claim reconsideration request in one of the following ways:

Electronically - Claim Reconsideration application on Link. To access Link, sign in to UHCprovider.com using your Optum ID.

Phone - Call Provider Services at 866-815-5334 or use the number on the back of the member’s ID card.

- If the reconsideration is called in, the tracking number will begin with SF and be followed by 18 numeric digits.
Mail - Submit paper claim reconsideration request, using the Claim Reconsideration Request Form

- The Claim Reconsideration Request Form is available at UHCprovider.com/claims.

Mailing address:
UnitedHealthcare Community Plan
P.O. Box 5270
Kingston, NY 12402-5240

Fax: 801-994-1224

Provider Claim Reconsideration for Timely Filing Denials - Valid Proof of Timely Filing Documentation

What is it?
When the patient provides incorrect insurance information at the time of service, a claim may deny for untimely filing.

Valid proof of timely filing a claim 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 patient on the date of service of the claim

A submission report alone is not considered 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 invalid 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: Use the reconsideration process for timely filing issues. You may submit electronically, by phone, mail or fax.

Electronic claims – include confirmation using your EDI acceptance report stating we received your claim.

For mailed or faxed reconsiderations, submit a screen shot from your accounting software that shows the date you submitted the claim. The screen shot must show:
- Correct patient name
- Correct date of service
- Claim submission date

Additional Information:
Timely filing limits can vary greatly based on state requirements and contract types. If you are not aware of your timely filing limit, please refer to your Provider Agreement.

Provider Claim Appeal (step two)

What is it?
A care provider claim appeal is a second review in which you did not agree with the outcome of the claim reconsideration (step one). This is different from a member benefit appeal.

When to use:
If you do not agree with the outcome of the claim reconsideration decision (step one), you may use the claim appeal process.

How to use:
Submit all relevant documentation with your appeal within 60 calendar days from the provider remittance advice (PRA) date. This may include a cover letter, the medical records, and any additional information that you believe is important for the decision. You may choose to send your information electronically, by mail or fax. State the specific reason for denial as stated on the remittance advice. UnitedHealthcare Community Plan does not accept appeals that fail to address the reason for the denial as stated on the remittance advice.

Electronic claims - Use the Claims Management or ClaimsLink application on Link. To access Link, sign in to UHCprovider.com using your Optum ID. The system allows you to upload attachments for additional information.

Mailing address:
UnitedHealthcare Community Plan Grievances and Appeals
P.O. Box 31364
Salt Lake City, UT 84131-0364

Fax: 801-994-1082

Our provider advocates are available to assist you in navigating our processes to better serve our members.
Chapter 14: Care Provider Claim Disputes, Appeals & Grievances

Tips for successful claims resolution

Use the following tips to help process claim reconsiderations:

- Do not allow claim issues to accumulate or go unresolved.
- Care provider contracts only allow a limited time to request an adjustment.
- If you cannot verify a claim is on file, then call Provider Services.
- Do not resubmit validated claims on file unless submitting a corrected claim.
- For claims disputes relating to payment rates, state the basis for the dispute and enclose all relevant documentation, including but not limited to contract rate sheets and fee schedules.
- File claims disputes within contractual time requirements.
- For claim/service denied for exceeding the maximum daily frequency allowed for the procedure:
  - If exceeding the maximum daily frequency is required, please submit the medical recordsjustifying medical necessity. If you have questions about the maximum daily frequency of a CPT/HCPCS, please contact Provider Services.
- 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 other insurance or source of healthcare coverage prior to billing UnitedHealthcare Community Plan, as required by contract.
- When submitting adjustment requests, provide the same information required for a clean claim. Explain the dispute, what should have been paid, and why.

You should 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. Please attach a copy of the EOB to the submitted claim. The EOB must be complete to understand the paid amount or the denial reason.

Overpayment

What is it?
If you or UnitedHealthcare Community Plan identifies an overpaid claim you do not dispute, you must 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.

How to use:
If you have identified an overpayment and prefer we recoup the funds in your next payment, please call Provider Services.

You must notify UnitedHealthcare Community Plan of an overpayment on a claim. Send refunds to UnitedHealthcare Community Plan with an Overpayment Return Check or the Return Overpayment through Adjustment Request form.

If you are mailing a refund check, please send a letter with the check and include the following:

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

Where to send:
Send refunds requested by UnitedHealthcare Community Plan with an Overpayment Return Check or the Return Overpayment through Adjustment Request form to:

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

Instructions and the forms are located on UHCprovider.com/NEmeunicommunityplan > Providers Forms and References.
If you do not agree with the overpayment findings, you may request a claims reconsideration or appeal within the required timeframe as listed in your contract.

We typically make claim adjustments without requesting additional information from you. You will see the adjustment on the EOB or provider remittance advice. When additional or correct information is needed, we will ask you to provide it.

If you disagree with a claim adjustment or our decision not to make a claim adjustment, you can appeal the determination. See Claim Adjustments section in this chapter. If you disagree with the outcome of the claim appeal, an arbitration proceeding may be filed as described in our Agreement with you.
# Timelines for Grievances and Appeals

<table>
<thead>
<tr>
<th></th>
<th>Time to file</th>
<th>Time to resolve</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Grievance</strong></td>
<td>Members and care providers may submit at any time.</td>
<td>We will try to resolve within 15 days, but when additional time is needed, a resolution analyst will notify the care provider with the reason for the delay and help ensure the complaint is resolved within 90 days.</td>
</tr>
<tr>
<td><strong>Claims Adjustment – Claims reconsideration</strong></td>
<td>Must be filed within 365 calendar days of the claim processing date.</td>
<td>30 business days.</td>
</tr>
<tr>
<td><strong>Claims Adjustment – Claims Appeal</strong></td>
<td>Within 60 calendar days of the provider remittance advice/reconsideration decision.</td>
<td>30 business days of receipt.</td>
</tr>
<tr>
<td><strong>Claims Adjustment – Claims Appeal – Overpayment Refund Request</strong></td>
<td>Within the timeframe listed in your contract.</td>
<td>Within 30 business days.</td>
</tr>
<tr>
<td><strong>Utilization Management (UM) Appeal</strong></td>
<td>Upon receipt of an adverse benefit decision, the member or care provider must submit an appeal within 60 calendar days.</td>
<td>30 days. Expedited reviews/decisions are available within 72 hours when medically necessary.</td>
</tr>
</tbody>
</table>

## Sample Overpayment Report

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

<table>
<thead>
<tr>
<th>Member ID</th>
<th>Date of Service</th>
<th>Original Claim #</th>
<th>Date of Payment</th>
</tr>
</thead>
<tbody>
<tr>
<td>1111</td>
<td>01/01/14</td>
<td>14A000000001</td>
<td>01/31/14</td>
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<tr>
<td>2222222</td>
<td>02/02/14</td>
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<tr>
<td>55555555</td>
<td>05/05/14</td>
<td>14A000000005</td>
<td>06/15/14</td>
</tr>
</tbody>
</table>
Chapter 15: Fraud, Waste and Abuse

UnitedHealthcare Community Plan’s Anti-Fraud, Waste and Abuse Program focuses on proactive prevention, detection, and investigation of potentially fraudulent and abusive acts committed by care providers and plan members.

A toll-free Fraud, Waste and Abuse Hotline has been set up at 800-455-4521 to facilitate reporting of any questionable incidents involving plan members or care providers.

The mission of the Anti-Fraud, Waste, and Abuse Program is to prevent paying fraudulent, wasteful and abusive health care claims, as well as identify, investigate and recover money UnitedHealthcare Community Plan has paid for such claims. We will also appropriately refer suspected fraud, waste and abuse cases to law enforcement, regulatory, and administrative agencies pursuant to state and federal law. UnitedHealthcare Community Plan seeks to protect the ethical and fiscal integrity of the company and its employees, members, care providers, government programs, and the public, as well as safeguard the health and well-being of its members.

UnitedHealthcare Community Plan incorporates applicable federal and state regulatory requirements in to its Anti-Fraud, Waste and Abuse Program. We recognize that state and federal health plans are particularly vulnerable to fraud, waste and abuse and strives to tailor its efforts to the unique needs of its members and Medicaid, Medicare and other government partners.

Whether contracted or non-contracted, you must make available to the Medicaid Fraud and Patient Abuse Unit (MFPAU), on request or as required by UnitedHealthcare Community Plan contract with the division of Medicaid and Long Term Care, or state or federal law, any and all administrative, financial, or medical records relating to the delivery of services for which Nebraska Medicaid funds are expended.

Suspected instances of fraud, waste and abuse are thoroughly investigated. In appropriate cases, the matter is reported to law enforcement and/or regulatory authorities, in accordance with federal and state requirements. UnitedHealthcare Community Plan cooperates with law enforcement and regulatory agencies in the investigation or prevention of fraud, waste and abuse. An important aspect of the Compliance Program is assessing high-risk areas of UnitedHealthcare Community Plan’s operations and implementing periodic reviews and audits to help ensure compliance with law, regulations, and contracts. Care providers are contractually obligated to cooperate with the company and government authorities. The Deficit Reduction Act of 2005 (DRA) contains aimed at reducing fraud within the health care programs funded by the federal government. Under Section 6032 of the DRA, every entity that receives at least five million dollars in Medicaid payments annually must establish written policies for all employees of the entity, and for all employees of any contractor or agent of the entity, providing detailed information about false claims, false statements and whistleblower protections under applicable federal and state fraud and abuse laws. As a contracted provider with UnitedHealthcare Community Plan, you and your staff are subject to these provisions.

The UnitedHealth Group policy, titled “Integrity of Claims, Reports and Representations to Government Entities,” can be found at UHCprovider.com/NEcommunityplan.

This policy details our commitment to compliance with the federal and state false claims acts, provides a detailed description of these acts and of the mechanisms in place within our organization to detect and prevent fraud, waste and abuse, as well as the rights of employees to be protected as whistleblowers.
The UnitedHealthcare Community Plan care provider education and training program is built on years of experience with care providers and state managed care program and includes the following care provider components:

- Website
- Forums/town hall meetings
- Office visit
- Newsletters and bulletins
- Manual

**Care Provider Website**

UnitedHealthcare Community Plan promotes the use of web-based functionality among its care provider population. UnitedHealthcare’s web-based care provider portal ([UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan)) facilitates administrative functions. Our interactive website enables care providers to electronically determine member eligibility, submit claims, and ascertain the status of claims. We have implemented an internet-based prior authorization system on [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan), which allows you to request a medical and advanced outpatient imaging procedures online rather than telephonically. The UnitedHealthcare Community Plan website also contains an online version of the care provider manual, access to the Nebraska Preferred Drug List (both searchable and comprehensive listing), clinical practice guidelines, electronic data interchange, quality and utilization requirements and educational materials such as newsletters, bulletins and other care provider information.

A website is also available to members including access to the Member Handbook, newsletters, care provider search tool and other important plan information [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan).

**Care Provider Office Visits**

Provider advocates visit primary care providers (PCP), specialist and ancillary provider offices on a regular basis. Each provider advocate is assigned to a geographic territory to deliver face-to-face support to our care providers across the state. The prioritization and quantity of care provider office visits by staff is determined based on a variety of demographic factors, including size of member population, special cultural/linguistic needs, geography, and other special needs. Our primary reasons for face-to-face office visits are to create program awareness, promote program compliance, and minimize health care disparities.

**Care Provider Newsletters and Bulletins**

UnitedHealthcare Community Plan produces and distributes a care provider newsletter to the Nebraska network three times a year. The newsletters contain program updates, claims guidelines, information regarding policies and procedures, cultural competency and linguistics information, clinical practice guidelines, information on special initiatives, and other articles regarding health topics of importance. The newsletters also include notifications regarding changes in laws and regulations. We use electronic bulletins, posted on the [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan) website, to rapidly disseminate urgent information that impacts the entire network.

**Care Provider Manual**

UnitedHealthcare Community Plan publishes this guide online, which includes an overview of the program, toll free number to our care provider services hotline, a removable quick reference guide, and a list of additional care provider resources. If you do not have internet access, you may request a hard copy of this guide by contacting Provider Services.

**Care Provider Marketing Guidelines**

The Nebraska health plan will fully comply with the care provider marketing guidelines requirements:

- When conducting any form of marketing in a care provider’s office, UnitedHealthcare of the Midlands, Inc., must obtain and keep on file the written consent of the care provider.
- The health plan will not require its care providers to distribute health plan-prepared marketing communications to their patients.
- The health plan will not provide incentives or giveaways to care providers to distribute them to health plan members or potential health plan members.
- The health plan will not allow care providers to solicit enrollment or disenrollment in a health plan, or distribute health plan-specific materials at a marketing activity.
- The health plan will not provide printed materials to care providers with instructions detailing how to change health plans to members of other health plans.
Chapter 16: Care Provider Communications & Outreach

- The health plan must instruct participating care providers regarding the following communication requirements:
- Participating care providers who wish to let their patients know of their affiliation with one or more health plans must list each health plan with whom they contract.
- Participating care providers may display or distribute health education materials for all contracted health plans or they may choose not to display and distribute for any contracted health plan. Health education materials must adhere to the following guidelines:
  - Health education posters cannot be larger than 16 x 24 inches.
  - Children’s books, donated by health plan, must be in common areas.
  - Materials may include the health plan’s name, logo, telephone number and website address.
  - Care providers are not required to distribute and/or display all health education materials provided by each health plan with whom they contract. Care providers can choose which items to display as long as they distribute items from each contracted health plan and that the distribution and quantity of items displayed are equitable.
- Care providers may display marketing materials for Managed Care Organizations (MCOs) provided that appropriate notice is conspicuously and equitably posted, in both size of material and type set, for all health plans with whom the care provider has a contract.
- Care providers may display health plan participation stickers, but if they do they must display stickers for all contracted health plans or choose not to display stickers for any contracted health plans.
- Health plan stickers indicating that the care provider participates with a particular health plan cannot be larger than 5 x 7 inches and cannot indicate anything more than “the health plan is accepting or welcomed here”.
- Care providers may inform their patients of the benefits, services and specialty care services offered through the health plans in which they participate. However, care providers may not recommend one health plan over another, offer patients incentives for selecting one health plan over another, or assist the patient in deciding to select a specific health plan in any way, including but not limited to faxing, using the office phone, or a computer in the office.
- On actual termination of a contract with the health plan, a care provider who/that has contracts with other health plans may notify their patients of the change and the impact of the change on the patient, including the date of the contract termination. Care providers must continue to see current patients enrolled in the health plan through the termination date, according to all terms and conditions specified between the care provider and the health plan.
- The health plan must not produce branded materials instructing members about how to change to a different health plan. They must use MLTC- provided or approved materials and refer members directly to the enrollment broker for needed assistance.

UHC On Air

UHC On Air gives care providers access to live and on-demand education and training videos; view content and interact with speakers. We’re always creating new programs that you can watch anywhere, anytime, from any device. Our programs include these topics and much more.

- Ask an Advocate sessions
- Claims processing and payment
- Care provider training and orientations
- Behavioral health issues
- Reform and regulations
- Accountable care tools and programs

Get Access Now

- Login to Link and select UHC On Air tile.
- To view your programs, complete the one-time profile form by providing your state, specialty and tax ID for UHC On Air to personalize content that is most relevant to you.
- Select the UHC News Now channel to watch national UnitedHealthcare information, related to Medicare, Medicaid, Military & Veterans, and Commercial benefit plans, programs and services.
- Select your state-specific channel to see your local programming. After selecting your state-specific channel, you’ll see videos categorized by plan type.
Chapter 17: Care Provider Forms Appendix

NE DHHS MLTC forms are not on UHCprovider.com/NEcommunityplan.

You can locate these forms on the state’s website at dhhs.ne.gov/medicaid/Pages/med_phhosp.aspx

• Sterilization Consent Form
• Informed Consent for Hysterectomies Form
STERILIZATION CONSENT FORM
(Tubal Ligation and Vasectomy)

NOTICE: YOUR DECISION AT ANY TIME NOT TO BE STERILIZED WILL NOT RESULT IN THE WITHDRAWAL OR WITHHOLDING OF ANY BENEFITS PROVIDED BY PROGRAMS OR PROJECTS RECEIVING FEDERAL FUNDS.

CONSENT TO STERILIZATION:

I have asked for and received information about sterilization from _ ___. When I first asked for the information, I was told that the decision to be sterilized is completely up to me. I was told that I could decide not to be sterilized. If I decide not to be sterilized, my decision will not affect my right to future care or treatment. I will lose any help or benefits from programs receiving Federal funds, such as A.F.D.C. or Medicaid that I am now getting or for which I may become eligible.

I UNDERSTAND THAT THE STERILIZATION MUST BE CONSIDERED PERMANENT AND NOT REVERSIBLE. I have decided that I DO NOT WANT TO BECOME PREGNANT, BEAR CHILDREN OR HAVE FURTHER CHILDREN.

I was told about the temporary methods of birth control that are available and could be provided to me which will allow me to bear or father a child in the future. I have rejected these alternatives and chosen to be sterilized.

I understand that I will be sterilized by an operation known as a _ ___. The discomforts, risks and benefits associated with the operation have been explained to me. All my questions have been answered to my satisfaction.

I understand that the operation will not be done until at least 30 days after I sign this form. I understand that I can change my mind at any time and that my decision at any time to not be sterilized will not result in the withholding of any benefits or medical services provided by federally funded programs.

I am at least 21 years of age and was born on _ ___.

I hereby consent of my own free will to be sterilized by _ ___.

by a method called _ ___.

(Name of Procedure)

My consent expires 180 days from the date of my signature below. I also consent to the release of this form and other medical records about the operation to:

Representatives of the Department of Health and Human Services System or Employees of programs or projects funded by that Department but only for determining if Federal laws were observed.

I have received a copy of this form.

Client Signature

Date (Month/Day/Year)

You are requested to supply the following information, but it is not required:

Race and ethnicity designation (please check)

☐ American Indian or Alaska Native
☐ Asian or Pacific Islander
☐ White (not of Hispanic origin)
☐ Black (not of Hispanic origin)
☐ Hispanic

INTERPRETER’S STATEMENT:

If an interpreter is provided to assist the individual to be sterilized:

I have translated the information and advice presented orally to the individual to be sterilized by the person obtaining this consent. I have also read him/her the consent form in _ ___. language and explained its contents to him/her. To the best of my knowledge and belief he/she understood this explanation.

Interpreter’s Signature

Date (Month/Day/Year)

PHYSICIAN’S STATEMENT:

Shortly before I performed a sterilization operation upon _ ___.

on _ ___.

(Day/Time of Sterilization Operation)

I explained to him/her the nature of the sterilization operation _ ___.

(Specify Type of Operation)

that it is intended to be a final and irreversible procedure and the discomforts, risks and benefits associated with it.

I counseled the individual to be sterilized that alternative methods of birth control are available which are temporary. I explained that sterilization is different because it is permanent.

I informed the individual to be sterilized that his/her consent can be withdrawn at any time and that he/she will not lose any health services or benefits provided by Federal funds.

To the best of my knowledge and belief the individual to be sterilized is at least 21 years old and appears mentally competent. He/She knowingly and voluntarily requested to be sterilized and appeared to understand the nature and consequences of the procedure.

(INSTRUCTIONS FOR USE OF ALTERNATIVE FINAL PARAGRAPHS: Use the first paragraph below except in the case of premature delivery or emergency abdominal surgery where the sterilization is performed less than 30 days after the date of the individual’s signature on the consent form. In those cases, the second paragraph below must be used. Cross out the paragraph which is not used.)

(1) At least thirty days have passed between the date of the individual’s signature on this consent form and the date the sterilization was performed.

(2) This sterilization was performed less than 30 days but more than 72 hours after the date of the individual’s signature on this consent form because of the following circumstances (check applicable box and fill in information requested):

☐ Premature delivery:
☐ Individual’s expected delivery date
☐ Emergency abdominal surgery:
(Describe Circumstances):

Physician’s Signature

Date (Month/Day/Year)

Distribution of Copies: WHITE - Physician, Mail to Nebraska Health and Human Services System Department of Finance and Support, LINCOLN, NE 68509-5020 (402) 471-3121

(Previous version 4/9 should be used now)
Informed Consent for Hysterectomy  
Nebraska Health and Human Services System

Prior to submitting to a hysterectomy, (surgical removal of my uterus), I have been informed that this surgical procedure will result in permanent sterility and I will be incapable of reproducing children.

Sign Here ________________________________ (Patient) ________________________________ (Date)

(Patient’s Medicaid I.D. Number)

Sign Here ________________________________ (Witness) ________________________________ (Date)

One copy of this completed form must be submitted by the physician performing the hysterectomy to Nebraska Health and Human Services Finance and Support, c/o Hospital Claims Payment Unit, P.O. Box 95026, Lincoln, Nebraska 68509-5026. This form should be completed prior to surgery.

DISTRIBUTION: WHITE - Claim Form Copy; YELLOW - Client

MMS-101 Rev 9/97 (02001)  
(Previous version 10/96 should be used first)
AABD  
Assistance to the aged, blind, and disabled.

Acute Inpatient Care  
Care provided to persons sufficiently ill or disabled requiring:  
1. Constant availability of medical supervision by attending care provider or other medical staff  
2. Constant availability of licensed nursing personnel  
3. 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

Adverse Benefit Determination  
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; the reduction, suspension, or termination of a previously authorized service; the denial, in whole or in part, of payment of a service; the failure to provide services or act in a timely, as defined by the state or CMS; or the denial of a member’s request to dispute a financial liability, including cost sharing, copayments and other member financial liabilities.

Ambulatory Care  
Health services provided on an outpatient basis. While many inpatients may be ambulatory, the term "ambulatory care" usually implies that the patient has come to a location other than his/her home to receive services and has departed the same day. Examples include chemotherapy and physical therapy.

Ambulatory Surgical Facility  
A facility licensed by the state where it is located, equipped and operated mainly to provide for surgeries and obstetrical deliveries, and allows patients to leave the facility the same day surgery or delivery occurs.

Ancillary Care Provider Services  
Health services ordered by a care provider, including, but not limited to, laboratory services, radiology services, pharmacy and physical therapy.

Appeal  
An oral or written request by a member or member’s personal representative received by UnitedHealthcare Community Plan for review of an adverse benefit determination.

Authorization  
Approval obtained by care providers from UnitedHealthcare Community Plan for a designated service before the service is rendered. Used interchangeably with preauthorization or prior authorization.

Auto Assignment  
An automated method of enrolling a NE DHHS MLTC eligible member with a contracted health plan.

Centers for Medicare & Medicaid Services (CMS)  
A federal agency within the U.S. Department of Health and Human Services. CMS administers Medicare, Medicaid, and SCHIP programs.

CHIP  
Children’s Health Insurance Program is Kids Connection.

Clean Claim  
A claim that has no defect, impropriety (including lack of any required substantiating documentation), or particular 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  
Refers to those primary care providers, physician specialists, medical facilities, allied health professionals and ancillary service care providers under contract with UnitedHealthcare who provide specific covered services to members, and represent those individuals and entities to be used through the UnitedHealthcare Community Plan prior authorization and referral policies and procedures.
Covered Services
Medically necessary services included in the state contract. Covered services change periodically as mandated by federal or state legislation.

Credentialing
The verification of applicable licenses, certifications, an experience to assure the care provider status is extended only to professional, competent care providers who continually meet the qualifications, standards, and requirements established by UnitedHealthcare Community Plan.

American Medical Association (AMA)-approved standard coding for billing of procedural services performed.

Delivery System
The mechanism by which health care is delivered to a patient. Examples include, but are not limited to, hospitals, care provider offices, pharmacies and home health care.

Disallow Amount
Medical charges for which the network care provider is not permitted to receive payment from the health plan and cannot bill the member. Examples are:
- the difference between billed charges and contracted rates; and
- charges for services that are bundled or unbundled as detected by Correct Coding Initiative edits.

Discharge Planning
Process of screening eligible candidates for continuing care following treatment in an acute care facility, and assisting in planning, scheduling and arranging for that care.

Disenrollment
The discontinuance of a member’s eligibility to receive covered services from a contractor.

Durable Medical Equipment (DME)
Equipment used repeatedly or used primarily and customarily for medical purposes rather than convenience or comfort. It also is equipment that is appropriate for use in the home and prescribed by a care provider.

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). Services covered by Medicaid include a complete health history and developmental assessment, an unclothed physical exam, immunizations, laboratory tests, health education and anticipatory guidance, and screenings for vision, dental, substance abuse, mental health and hearing, as well as any medically necessary services found during the EPSDT exam.

Electronic Data Interchange (EDI)
The electronic exchange of information between two or more organizations.

Emergency Care
The provision of medically necessary services required for immediate attention to evaluate or stabilize a medical emergency (see definition below).

Expedited Appeal
An oral or written request by a member or member’s personal representative received by UnitedHealthcare Community Plan requesting an expedited reconsideration of an adverse benefit determination when taking the time for a standard resolution could seriously jeopardize the member’s life, health or ability to attain, maintain, or regain maximum function; or would subject the member to severe pain that cannot be adequately managed without the care or treatment that is the subject of the appeal.

Federally Qualified Health Center (FQHC)
FQHCs are facilities or programs more commonly known as Community Health Centers, Migrant Health Centers and Health Care for the Homeless Programs. An entity may qualify as an FQHC if it: (i) receives a grant and funding pursuant to Section 330 of the Public Health Service Act; (ii) is receiving funding from such a grant under a contract with the recipient of a grant and meets the requirements to receive a grant pursuant to Section 330 of the Public Health Service Act; (iii) is determined by the Secretary of DHHS to meet the requirements for receiving such a grant (look-alike) based on the recommendation of HRSA within PHS; or, (iv) was treated by the Secretary of the Department of Health and Human Services (DHHS) as a Federally Funded Health Center (FFHC) for purposes of Part B Medicare as of Jan. 1, 1990.
Chapter 18: Glossary

Grievance
An oral or written expression of dissatisfaction by a member, or representative on behalf of a member, about any matter other than an adverse benefit determination received at UnitedHealthcare Community Plan.

Health Plan Employer Data and Information Set (HEDIS)
Set of standardized measures developed by NCQA. Originally HEDIS was designed to address private employers’ needs as purchasers of health care. It has since been adapted for use by public purchasers, regulators and consumers. HEDIS is used for quality improvement activities, health management systems, provider profiling efforts, an element of NCQA accreditation, and as a basis of consumer report cards for managed care organizations.

HIPAA
Health Insurance Portability and Accountability Act. A federal law that protects the privacy of your health information by limiting who can look at and receive it.

Home Health Care (Home Health Services)
Medical care services provided in the home, often by a visiting nurse, usually for recovering patients, aged homebound patients, or patients with a chronic disease or disability.

Katie Beckett (KB)
Katie Beckett – a program that provides home health nursing and other medical services to children under 18 years old who otherwise would be hospitalized because of their high level of health care needs.

Medicaid
The state and federally funded medical program created under Title XIX of the SSA.

Medical Emergency
A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in the following:

1. Placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy.
2. Serious impairment to bodily functions.
3. Serious dysfunction of any bodily organ or part.

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

• Medically appropriate
• Necessary to meet the basic health needs of the member;
• Rendered in the most cost-efficient manner and type of setting appropriate for the delivery of the covered service;
• Consistent in type, frequency, duration of treatment with scientifically-based guidelines of national medical research, or health care coverage organizations or governmental agencies;
• Consistent with the diagnosis of the condition;
• Required for means other than convenience of the client or his or her care provider;
• No more intrusive or restrictive than necessary to provide a proper balance of safety, effectiveness, and efficiency;
• Of demonstrated value;
• No more intense level of service than can be safely provided.

Member
Refers to an individual who has been determined UnitedHealthcare Community Plan eligible and enrolled with UnitedHealthcare Community Plan to receive services pursuant to the Agreement.

NCQA
National Committee for Quality Assurance.

Out-Of-Area Care
Care received by a UnitedHealthcare member when they are outside of their geographic territory.

Participating Care Provider
A care provider who has a written agreement with UnitedHealthcare Community Plan to provide services to members under the terms of their Agreement.

Preventive Health Care
Health care emphasizing priorities for prevention, early detection, and early treatment of conditions, generally including routine/physical examination and immunization.
Chapter 18: Glossary

Primary Care Provider (PCP)
A care provider, such as a family practitioner, pediatrician, internist, general practitioner, physician assistants (under the supervision of a care provider), advanced registered nurse practitioner or obstetrician who serves as a gatekeeper for their assigned members’ care.

Prior Authorization (Notification)
A unit under the direction of the UnitedHealthcare Health Services Department that is an essential component of any managed care organization. Prior authorization is the process where health care providers seek approval prior to rendering services as required by UnitedHealthcare policy.

Provider Group
A partnership, association, corporation, or other group of care providers.

Quality Improvement Program (QIP)
A formal set of activities provided to assure the quality of clinical and non-clinical services. QIP includes quality assessment and corrective actions taken to remedy any deficiencies identified through the assessment process.

Quality Management (QM)
A methodology used by professional health personnel to the degree of conformance to desired medical standards and practices, and activities designed to improve and maintain quality service and care, performed through a formal program with involvement of 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 are entitled to receive enhanced payments for services provided to enrolled members.

Service Area
A geographic area serviced by UnitedHealthcare Community Plan, designated and approved by NE DHHS MLTC.

Specialist
A care provider duly licensed in the state of Nebraska and has completed a residency or fellowship in his or her specialty and has been approved to sit for the board examination for the specialty.

State Fair Hearing
An administrative hearing requested if the member, member’s authorized representative, or care provider does not agree with a Notice of Appeal Resolution from the UnitedHealthcare Appeals and Claim Dispute Department. A State Fair Hearing cannot be requested until after a notice of appeal resolution is received.

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 will pay claims for covered benefits and pursue a refund from the third party when liability is determined.

Title XIX
Section of Social Security Act which describes the Medicaid program coverage for eligible persons.

Utilization Management (UM)
The process of evaluating and determining the coverage for and the appropriateness of medical care services, as well as providing assistance to a clinician or patient in cooperation with other parties, to help ensure appropriate use of resources. UM includes prior authorization, concurrent review, retrospective review, discharge planning and case management.