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# UnitedHealthcare Community Plan Heritage Health Overview

Heritage Health Provider Webinar

June 15, 2016 from 6:00 to 8:00 p.m.

June 29, 2016 from 10:00 a.m. to noon

# Welcome and Agenda

Agenda	Presenters
<b>UnitedHealthcare Community Plan of Nebraska</b>	Kim Manning, Director of Marketing and Community Outreach
<b>Credentialing and Contracting</b>	Jeremy Sand, Director of Network Strategy
<b>Service Authorization</b>	Barbara Palmer, RN, Director of Health Services Adam Proctor, MC, LPC, LIMHP, Behavioral Health Clinical Manager
<b>Claims and Appeals</b>	Jeremy Sand, Director of Network Strategy
<b>Provider Resources</b>	Jeremy Sand, Director of Network Strategy

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# UnitedHealthcare Community Plan

# Mission and Vision

## Our Mission

Help People Live Healthier Lives

## Our Vision

To be the premier health care delivery organization in the eyes of our state partners, providing health plans that meet the unique needs of our Medicaid members as well as our members in other government-sponsored health care programs. And to be effective partners with physicians, hospitals and other health care professionals in serving their patients.



# Our United Culture

**Our mission** is to help people live healthier lives.  
**Our role** is to make health care work for everyone.

**Integrity.**  
**Compassion.**  
**Relationships.**  
**Innovation.**  
**Performance.**

Honor commitments  
Never compromise ethics

Walk in the shoes of people we serve  
and those with whom we work

Build trust through collaboration

Invent the future, learn from the past

Demonstrate excellence  
in everything we do

# Nebraska Health Plan Facts

- UnitedHealthcare has been operational since 1984
  - Total individuals covered – over 428,000
  - With more than 328 employees in Nebraska market
- UnitedHealthcare Community Plan of Nebraska
  - The Health Plan began serving Nebraska Medicaid clients in 1996 in three counties and added seven additional counties in 2010.
- UnitedHealthcare Community Plan of Nebraska has been accredited by the National Committee for Quality Assurance (NCQA) since Aug. 12, 2005.



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# Credentialing & Contracting

# What is Credentialing?

The UnitedHealthcare credentialing and recredentialing process is an industry-standard systematic approach to the collection and verification of a practitioner applicant's professional qualifications.

The credentialing process is based on NCQA standards and guidelines as outlined in the UnitedHealthcare Credentialing and Recredentialing Plan. To successfully complete the credentialing process, providers must meet the baseline criteria as applicable to the Division of Medicaid and Long-Term Care (MLTC) and their practicing specialty.

The Credentialing and Recredentialing plan is accessible via [unitedhealthcareonline.com](http://unitedhealthcareonline.com).

# Initiating Credentialing

To initiate credentialing for UnitedHealthcare Community Plan Provider Network, please call our automated service line at 1-877-842-3210. Please be ready to provide your tax identification number (TIN) or social security number (SSN) and then follow the prompts:

- Health Care Professional Services > Credentialing > Request for Participation

If you have **specific questions, additional information is provided below:**

- Council for Affordable Quality Healthcare (CAQH) assistance is available online at [www.caqh.org](http://www.caqh.org), by email at [caqh.updhelp@acsgs.com](mailto:caqh.updhelp@acsgs.com), and by calling 1-888-599-1771
- Physical Health credentialing assistance is available online at [www.unitedhealthcareonline.com](http://www.unitedhealthcareonline.com) or call 1-877-842-3210
- Behavioral Health credentialing assistance is available online at [www.providerexpress.com](http://www.providerexpress.com) or call 1-877-614-0484.
- Pharmacy credentialing assistance is available online at [www.optumrx.com](http://www.optumrx.com), or call 1-800-613-3591, or email [pharmacycredentialing@optum.com](mailto:pharmacycredentialing@optum.com).

# Completing an Application

UnitedHealthcare utilizes the Council for Affordable Quality Healthcare (CAQH) Universal Provider DataSource™ (UPD) for gathering credentialing data for physicians and other health care professionals. The CAQH UPD is available free to physicians and other health care professionals.

After the provider has initiated credentialing with UHC, the credentialing specialist will provide a CAQH ID number that the provider will use to allow UHC to review the information.

The entire application must be completed prior to primary source verification.

This system enables physicians and other health care professionals to provide credentialing data to multiple health insurance companies through a streamlined process.

The end goal is to support administrative simplification within the credentialing process.

# Steps to Complete the Process

- 1. Primary Source Verification:** After receiving a completed application, UHC will perform primary source verification to determine the accuracy of the individual health care practitioner qualifications.
- 2. Committee Review:** The provider's request is presented to our credentialing committee to review and approve the application.
- 3. Notification:** Once approved, the provider is notified in writing the credentialing committee's determination and effective date.
- 4. Signed Contracts:** Participation in the UnitedHealthcare network requires an executed contract. Our network team works with the provider to obtain a contract signature and submit the Provider Ownership Disclosure Form for approval.
- 5. Provider Contract Loaded:** The contract is loaded into our systems for claims payment and provider directory.
- 6. Recredentialing** is required every three years.

# Contracting

If you have **specific contracting questions**, please contact us at the addresses below, mailboxes are reviewed daily:

- For Physical Health Provider questions, please call 1-866-331-2243 or email the Nebraska contracting team mailbox at [Nebraska\\_PR\\_Team@uhc.com](mailto:Nebraska_PR_Team@uhc.com). For more information regarding the contracting process you can visit [www.unitedhealthcareonline.com](http://www.unitedhealthcareonline.com)
- For Behavioral Health Provider questions, please call 1-877-614-0484 or email the Nebraska contracting team mailbox at [neherhlth@optum.com](mailto:neherhlth@optum.com). For more information regarding the contracting process you can visit [www.providerexpress.com](http://www.providerexpress.com)
- For Pharmacy Provider questions, please call 1-800-613-3591 or email the pharmacy contracting team mailbox at [pharmacycontracts@optum.com](mailto:pharmacycontracts@optum.com). For more information online, visit [www.optumrx.com](http://www.optumrx.com)

# Delegated Credentialing

UnitedHealthcare may delegate responsibility for specific Credentialing and Recredentialing functions to another entity (Delegated Entity) while retaining the ultimate right to sign a Participation Agreement and manage participation in the Network.

## Requirements:

- **Preassessment of Delegated Entity**
  - Verification of Delegated Entity's certification by NCQA as applicable
  - Assessment of the Delegated Entity's ability to meet Credentialing standards
- **Credentialing Delegation Agreement**
- **Annual Evaluation**
- **Oversight and Review of Credentialing Reports**
- **Required Follow-up to Improve Compliance**
- **Network Participation Agreement is Required**

# Pharmacy Credentialing

Independent pharmacies begin the process with submitting a credentialing application that includes a complete Disclosure of Ownership and Control Interest Statement Form, credentials and applicable information.

The **credentialing application and contract packet are sent out** together with instructions for completion by the pharmacy.

All pharmacies are **credentialed pursuant to the administrator credentialing policy**.

The pharmacy contract is finalized after the application is reviewed to **verify proof of credentials**. Review includes, but is not limited to:

- Copy of current/valid state licenses (including DEA) with expiration dates
- Federal Tax ID permits
- Insurance showing adequate coverage
- Copy Wholesale Invoice/Drug Purchase Packing Slip
- NCPDP
- Ownerships and affiliations
- Attestations related to disciplinary actions, convictions, restrictions and any other adverse actions
- Most recent inspection date by the Board of Pharmacy
- Office of Inspector General (OIG) list of excluded individuals and entities

# Pharmacy Credentialing

Pharmacies are credentialed to insure **compliance with professional standards** that include but not limited to:

- 100% point of service capability and ability to use electronic link
- Adequate hours of operation
- Maintain verifiable record of refill authorizations and signature logs
- Allowance of on-site audits
- Agree to comply with all Drug Utilization Review (DUR) and plan design parameters

The standard **turn around time for completion is 7 business days** or less.

All pharmacies are **re-credentialed at least every three years**.

Our contracts with chain pharmacies and Pharmacy Services Administrative Organizations (PSAO) delegate credentialing for all pharmacies within their organization. We contractually require the organization to maintain a credentialing program for itself and member pharmacies.

**For pharmacy questions, please call 1-800-613-3591, or email [pharmacycredentialing@optum.com](mailto:pharmacycredentialing@optum.com).**

# Helpful Hints for a Complete & Clean Application

<p>Application and Credentials Verification</p>	<p>Make sure to include in the Application or upload to CAQH the following:</p> <ul style="list-style-type: none"> <li>• Professional Liability Insurance face sheet</li> <li>• The Name, NPI, and hospital privileges of practitioner (or designated admitting practitioner)</li> <li>• Copy of the current DEA certificate or the Name and NPI of a practitioner who will write prescriptions</li> </ul> <p>Provider must grant UHC access to CAQH application</p>
<p>Credentialing Timeframes</p>	<ul style="list-style-type: none"> <li>• Credentialing timeframes takes approximately 30 days from receipt of complete application</li> <li>• For a status updated call 877-842-3210, select Credentialing &gt; Medical &gt; Get Status</li> </ul>
<p>Disclosure of Ownership</p>	<p>Disclosure of Ownership and Control Interest Forms can be completed and submitted online at <a href="http://www.UHCCommunityPlan.com">www.UHCCommunityPlan.com</a></p> <ul style="list-style-type: none"> <li>• Select For Health Care Professionals &gt; NE &gt; Provider Forms &gt; Disclosure of Ownership and Control of Interest Form</li> </ul> <p>Forms must be completed for each of the following and include <b>Social Security Number</b> and <b>Date of Birth</b>:</p> <ul style="list-style-type: none"> <li>• Practice</li> <li>• Practitioner</li> <li>• Any managing employee(s)</li> </ul>

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# Service Authorization

# Prior Authorization Requirements

- Prior authorizations may be required to meet State or internal UHC requirements.
- Notification of a request for service is not a guarantee of payment. The care provider or facility requesting prior authorization will receive a written decision of clinical coverage determination based on medical necessity.
- If prior authorization is required, a clinical coverage review will be conducted to determine if the service is medically necessary based on evidence-based clinical guidelines.
- After clinical review is completed, if clinical information submitted does not meet medical necessity guidelines the care provider will be offered a peer-to-peer review with the reviewing UnitedHealthcare physician.

# Prior Authorization\* (sample list)

- Inpatient Hospitalization Services
- Psychiatric Acute and Sub-Acute Inpatient Care
- Psychiatric, Substance Use and co-occurring Adult Residential Services and Youth Residential Services (i.e. Psychiatric Residential Treatment Facility, Therapeutic Group Home)
- Durable Medical Equipment (DME)
- Behavioral Health Partial Hospitalization/Day Treatment/Intensive Outpatient
- Diagnostic Testing (i.e. Radiology and Cardiology)

- Psychological Testing
- Electroconvulsive Therapy
- Bariatric Surgery
- Transplant Services
- Assertive Community Treatment (ACT)
- Community Support and Psychosocial Day Rehab
- Psychiatric Crisis Stabilization Services
- Home Health & Hospice
- Prescriptions

\*List is not inclusive of all services.

For prior authorization call 1-866-604-3267 or for more information visit:

<http://www.uhccommunityplan.com/health-professionals/ne.html>

# Prescribing Information

To manage cost effective prescriptions beginning Jan. 1, 2017, we will have:



- A Preferred Drug List (PDL) will be located at [UHCCommunityPlan.com](http://UHCCommunityPlan.com) > For Health Care Professionals > Nebraska > Pharmacy Program tab
- A prior authorization information line. Call our provider services at 1-800-310-6826 to speak to the Prescriber Help Desk
- Additional information available on our website:
  - Formularies
  - Prior authorization lists
  - 72-hour emergency drug availability
  - Prescriber Reference Guide

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# Claims and Appeal Process

# Claims Submission Process

- How to submit:
  - Submit Electronically
    - Accepting several clearinghouses including: Web MD ENVOY, Medavant, and ENSHealth
  - [www.UnitedHealthcareOnline.com](http://www.UnitedHealthcareOnline.com)
    - Secure portal to view eligibility, submit prior authorization request and submit claims for Medicaid members
  - Paper claims may be submitted to the following address:
    - UnitedHealthcare • PO Box 31365 • Salt Lake City, UT 84131
- What to include:
  - Submit claims with member's subscriber ID number
  - Use Payer ID number 87726 for all Community Plan claims

# Electronic Payments & Statements (EPS)

- With EPS, you receive electronic funds transfer (EFT) for claim payments, plus your EOBs are delivered online
  - Lessens administrative costs and simplifies bookkeeping
  - Reduces reimbursement turnaround time
  - Funds are available as soon as they are posted to your bank account
- To receive direct deposit and electronic statements through EPS, please enroll at [myservices.optumhealthpaymentservices.com](https://myservices.optumhealthpaymentservices.com). The following information needed:
  - Bank account information for direct deposit
  - Either a voided check or a bank letter to verify bank account information
  - A copy of your practice's W-9 form
- If you are already signed up for EPS, you will automatically receive direct deposit and electronic statements through EPS for UnitedHealthcare Community Plan of Nebraska
- *For more information, please call 866-842-3278, option 5 or go to [www.UnitedHealthcareOnline.com](https://www.UnitedHealthcareOnline.com) > Quick Links > Electronic Payments and Statements*

# Appeals Process

- Provider may appeal any decision regarding authorization or provision of services that may include an adverse determination on type or level of service, suspended authorization or timely responses
- Appeals can be made by calling or writing the Customer Service Center within 90 calendar days from the date on the MCO's Notice of Action.
  - National A&G Service Center • PO Box 31365 • Salt Lake City, UT 84131
  - Phone: 866-331-2243
- All comments or documents considered in the appeal will need to be sent in writing
- Expedited appeal decisions can be requested, resulting in a 72 hour turnaround time, if there is a risk to the patient's health
- Provider has a right to receive a copy of the rule used to make the decision

# Claims Administrative Appeals

- Claims Administrative Appeal is for any payment decision after health care services are rendered which may include:
  - Missing prior authorizations, untimely filing or reimbursement disagreements
- Appeals can be made by sending a written appeal letter to the Appeals Service Center address below:
  - UnitedHealthcare • PO Box 31365 • Salt Lake City, UT 84131
- Appeal letters should include the reason for denial as stated on the remittance and enclose all relevant documentation to support the appeal
- The appeal must be filed within the time frames specified in the participating provider contract
- All comments or documents considered in the appeal will need to be enclosed which may include:
  - Contract rate sheets or fee schedules
- Claims adjustments for underpayments or overpayments may be simplified in submission using [www.UnitedhealthcareOnline.com](http://www.UnitedhealthcareOnline.com) or by calling a provider advocate to request adjustment

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# Provider Resources

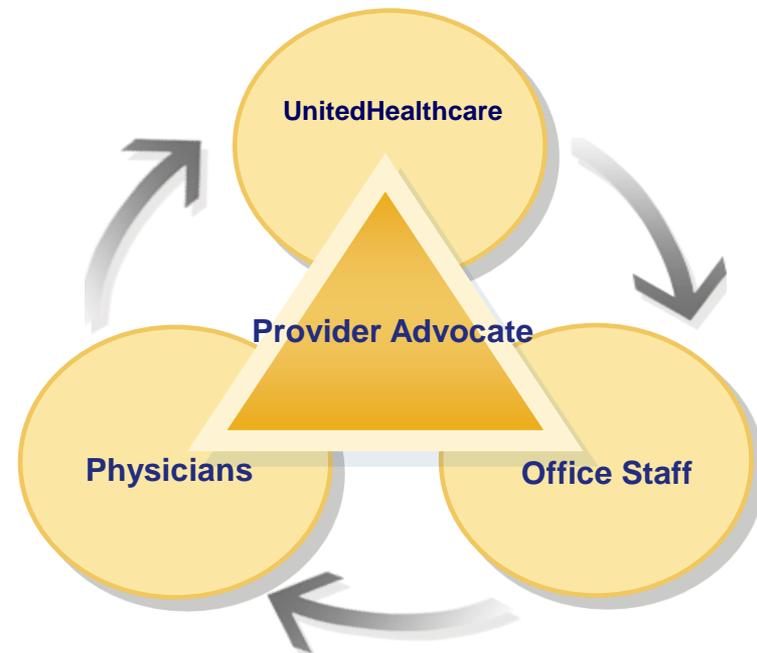
# Online Provider Resources

- Link
  - Your gateway to UnitedHealthcare online tools and resources
  - [www.UnitedHealthcareOnline.com](http://www.UnitedHealthcareOnline.com) > *Link Sign In* > *sign in with your Optum ID*
  
- UnitedHealthcare Community Plan Website
  - Documents specific to UnitedHealthcare Community Plan of Nebraska, including:
    - Administrative Guide
    - Reimbursement & Clinical Policies
  - [www.UHCCommunityPlan.com](http://www.UHCCommunityPlan.com) > *For Health Care Professionals* > *Select Your State* > *Nebraska*
  
- UnitedHealthcare Online
  - Resources including:
    - Claim submission
    - Advance notification
    - Prior authorization guidelines
    - Member eligibility
  - [www.UnitedHealthcareOnline.com](http://www.UnitedHealthcareOnline.com)

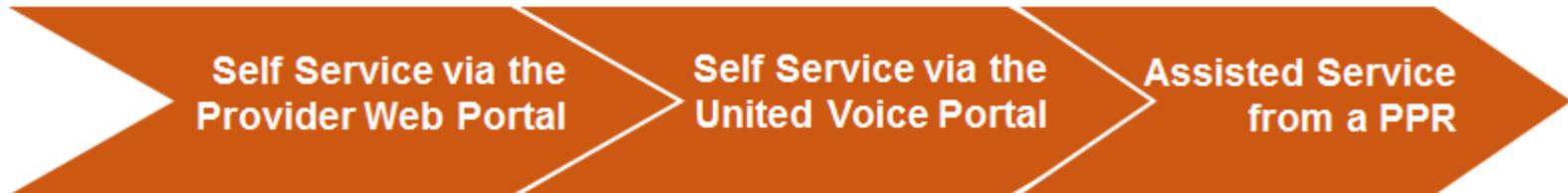
# Provider Relations Service Model

UnitedHealthcare Provider Advocates are an important resource when you have questions or issues to resolve. They are your single point of contact across all lines of business and benefit plans to help make your interactions with us easier and more efficient

- A UnitedHealthcare navigational specialist
- Product expert
- Externally focused – interacts with the providers and has a direct line of sight to the challenges experienced by local practices.
- Relationship manager – builds collaborative working relationships and communicates changes to providers in a timely way



# Provider Relations Service Model



## Options for Interaction



Access the self-service options available 24 hours a day via Link at [www.unitedhealthcareonline.com](http://www.unitedhealthcareonline.com)



Call the Voice Portal for self-service information at 1-866-331-2243



Call Customer Care 1-866-331-2243 to speak with a Provider Phone Representative

# Contacts – Please contact us with your questions



Name	Title	Phone	Email
Kathy Mallatt	Chief Executive Officer	402.445.5591	<a href="mailto:kmallatt@uhc.com">kmallatt@uhc.com</a>
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