Ohio State Medical Association

UnitedHealthcare Updates

United Healthcare®

Agenda

1. Welcome and Introductions

2. COVID-19 Update

3. Self-Service Tools
   - Eligibility and Benefits
   - Claims Follow Up
   - Document Vault
   - My Practice Profile
   - Lab Test Registration

4. Point of Care Assist

5. Network Bulletin and Provider Relations Changes

6. Contact Information

Welcome

Introduction

United Healthcare External Advocate Team

Brenda Tucker, Sr. Provider Relations Advocate

Chris Turner, Sr. Provider Relations Advocate

Melissa Cortland, Sr. Provider Relations Advocate

Michele Herget, Sr. Provider Relations Advocate

Point of Care Assist

Speaker:

Kelly Prymas , Network Engagement Manager, Ohio

COVID-19

During the COVID-19 national public health emergency, we're working to provide resources and streamline processes so that you can focus on delivering care. Our website outlines updates specific to COVID-19 as well as information on any changes to our standard business protocols. For easy access, here are the most frequently requested topics:

To Help Manage Your Business

- Acceleration of Claim Payments

- Extension of Timely Filing Limits

- CARES Act Information Provisional Credentialing

- Requirements to Practice in a New Location

- Changes to Prior Authorization Requirements

- Updates on Delayed Programs and Policies

As You Work With Patients

- Expanded Telehealth Access and Reimbursement

- Telehealth Coding Guide

- Member Cost-Share Waivers

- Assistance with Patient Discharge Planning

- Easier Access to DME and Supplies

- Suspension of HouseCalls/Optum at Home

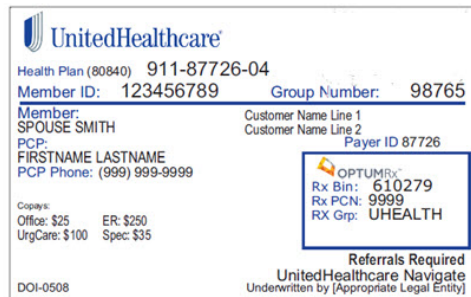Please visit **UHCprovider.com/covid19** for the most up to date information as it is subject to change at the discretion of State and Federal mandates

Checking Eligibility

Please review each network plan for specific plan details. You can use our Link self-service tools to verify member eligibility, help determine coverage, view care plans and get digital ID cards.

You can also call the number on the back of the member's ID card for more information.

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.

Link Self-Service Tools

Eligibility and Benefits

Link Registration

Register Now

Go to UHCprovider.com/newuser

- Access our New User Registration Guide

- Find answers to commonly asked questions

- Locate self-paced and live webinar training resources

Need Help

If you need technical help, you can:

- Email us at ProviderTechSupport@uhc.com

- Call our Help Desk at 866-842-3278, option 1. Representatives are available Monday – Friday 7 a.m. – 9 p.m. Central Time.

Claims

Document Vault

- Get claim letters for most UnitedHealthcare Commercial and Medicare member

- Get prior authorization letters and provider remittance advice (PRA) for UnitedHealthcare Commercial and Medicare members

- Easily find your letters in folders or using one of the search options

- Flag letters for convenient viewing

- Download and print documents

- Letters - available for you to download for 24 months

Available Letters

Commercial

Claim Letters
- Additional information needed
- Acknowledgements
- Not covered – Medicaid primary
- Resubmit to correct network
- Reimbursement request
- Claim reconsideration response

Prior Authorization
- Authorization for therapy services

Member Letters
- Copies of letters mailed to members

Medicare

Claim Letters
- Additional information needed

Prior Authorization
- Approved
- Denied
- Insufficient information submitted

Payment Documents
- Provider remittance advice (PRA)
- Payment summary

Medicaid

Payment Documents
- Provider remittance advice (PRA)

Document Vault Training

Quick Start

- From UHCprovider.com click on the Link icon in the upper right corner

- Enter your Optum ID and password

- Select the Document Vault tile

- Select your viewing options

- Select the folder you want to view

- Choose the document name you want to open
  - Download, print or add to your favorites

Visit **UHCprovider.com/documentvault** for additional resources, self-paced training or to register for an upcoming live webinar.

My Practice Profile

To provide our members with up-to-date information and help meet the Centers for Medicare & Medicaid Services (CMS) guidelines for quarterly contact with contracted providers, all care providers who are contracted with UnitedHealthcare need to attest to the accuracy of their demographic information each quarter. This requirement is outlined in the UnitedHealthcare Care Provider Administrative Guide (Chapter 2 – Demographic Changes).

The easiest way to do this is with the **My Practice Profile** tool on Link.

To

Features of My Practice Profile

My Practice Profile makes it easy for authorized users to update the following information:

- Office address(es) and hours

- Phone, fax, email address, and website

- Provider accepting patients / panel status

- View and export accepted health insurance plans and effective dates

- Hospital and group affiliations

- Ages and genders served

- Languages spoken

- Specialty

- Area of Expertise (coming soon)

- Provider date of birth

- Add and remove physicians from your TIN

- National provider identifier (NPI) number

- Professional licenses and degrees

My Practice Profile Training

If you're new to My Practice Profile, here are some resources to help get you started:

Visit UHCprovider.com/mpp

• Select My Practice Profile guide to access our interactive self-paced training.

• Learn more about attestations

• Quick reference guide

• Frequently Asked Questions

No Access to My Practice Profile?

• The following forms can be used by providers that currently don't have access to My Practice Profile:

• **Care Provider Paper Demographic Information Update**

• **Group / Organization Demographic Information Update**

Laboratory Test Registry

Laboratory Test Registry Steps

1. Go to UHCprovider.com and select the Link icon from upper right corner. Log in to Link.

2. From the Link home page, select "Link Marketplace".

3. Type is "Test Registry" in the search bar.

4. Click on the "Test Registry" tile

5. Enter your Laboratory Tax Identification Number and select from the results to verify your information.

6. Click on "Register Now" (initial access only)

Laboratory Test Registry Training

Visit **UHCprovider.com/testregistry** to access the most up to date information including:

- Getting Started with Laboratory Test Registry interactive self-paced training

- Test Registry Protocol Frequently Asked

- Test Registry Quick Reference Guide

If you have any questions about laboratory test registry, please email lab_test_registry@uhc.com

Point of Care Assist

Interoperability

The opportunity in front of us – is so important, and maybe it is the only strategy, as we build future technology solutions to improve access to healthcare, healthcare information and decision support.
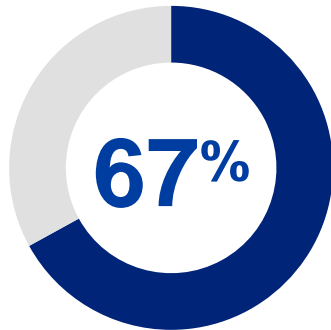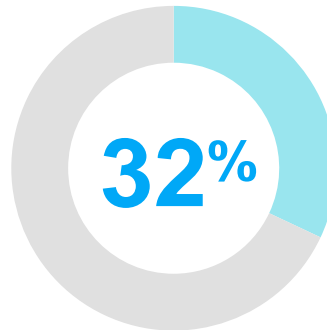
Delivering more value in EMRs.

Primary care providers agree on 3 important ways EMRs can deliver more value in helping them care for patients.
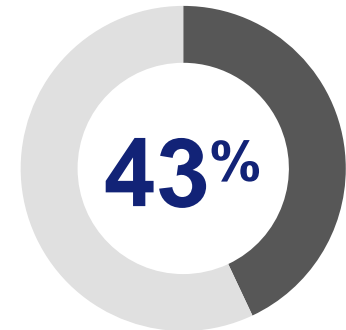
Information sharing.

67%

would like to see more interoperability and system-wide information sharing.

Cost of care.

32%

want integrated financial information to help patients understand the costs of their care options.

Predictive analytics.

43%

want more predictive analytics to support diagnosis, prevention and health management.

Here's how it works.

Real-time members' health data is added to existing EMRs for UnitedHealthcare members.

Information is delivered as part of providers' current workflow process to ease administration and reduce re-work.

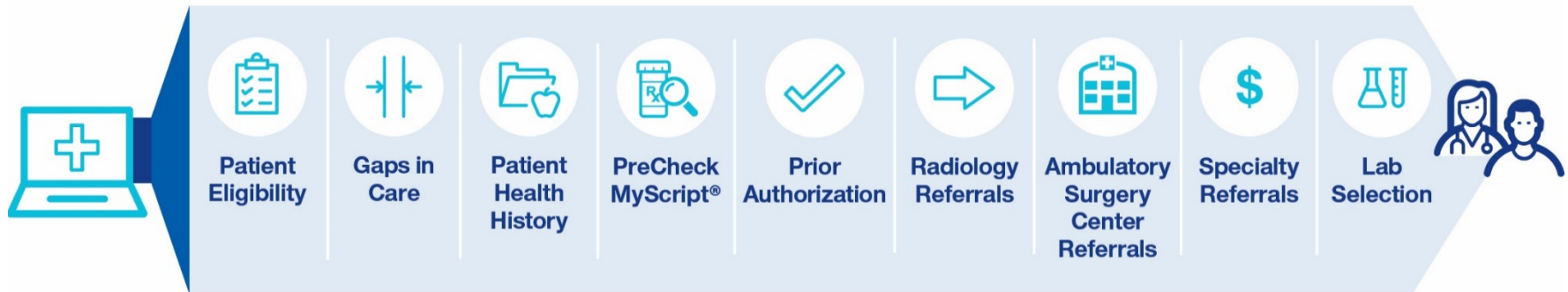Automatically alerts providers to patient care needs, aligned to member-specific benefits.

Information is updated in real time and available 24/7.

We provide more insight.

Point of Care Assist integrates patient health records with EMRs for key insights on patient needs at the point of care.

Staying Connected

Network Bulletin

Ohio Provider Relations Team

Ohio Provider Relations team has recently made a significant change in improving provider education and customer service. We have restructured our team and redesigned our internal processes.

Effective 6-1-20, all claims escalations previously sent to your Provider Advocate directly, should now be sent to the Provider Relations team mailbox oh_pr_team@uhc.com instead. Emails received at this email address will be researched and answered by a Provider Advocate on our team.

Medical Claim Assistance

If you have a claim that remains unresolved after submission of a claim reconsideration, submit your claim issue to **OH_PR_Team@UHC.Com**. Please use the following format for submission. Please note that issues received in the Ohio PR Team mailbox that are missing any of the below data elements will be returned to the provider.

• **Subject Line:** Facility/Group/Physician Name & Tax ID Number

• **Body of Email:**
Member Name(s):
Member ID(s):
Date(s) of Service (start & end dates, if applicable):
Claim Number(s):
Billed Amount(s):
Expected Reimbursement Amount(s):
Reconsideration Reference Number(s): Either Call Center reference numbers or LINK PTPCR/PIQ number
Description: Detailed description as to why you feel the claim was not processed correctly. Please be specific and include any applicable codes, policies and/or documentation to support your case.

Medical Providers: Have questions or training needs? Please visit **www.uhcprovider.com/en/resource-library/link-provider-self-service.html** for a list of self-service tools as well as available trainings or contact your assigned Provider Advocate for assistance.

Other Resources:

- **UMR Claims:** Please visit **www.umr.com**

- **Behavioral Health Provider Types**: Please visit **www.providerexpress.com** for resources and contacts

- **PT/OT/ST & Chiropractic Providers:** Please visit **www.myoptumhealthphysicalhealth.com/** for resources and contacts

- **Dental Providers:** *Medicare DSNP:* Please contact 844-275-8750, *Medicaid:* Please contact Dentaquest at 877-542-9236, *Commercial and Medicare:* Please visit **www.dbp.com/**

- **Join the Network:** Please visit **www.uhcprovider.com/en/resource-library/Join-Our-Network.html** for instructions on how to submit a request for participation

- **Credentialing:** For status, questions or to start the credentialing process, please call 877-842-3210, option 4 or visit **ncc-optum.secure.force.com/rfp/**

- **Demographic Updates:** To update or change your practice information, please submit the Care Provider or Group Demographic Information Update form located at **www.uhcprovider.com/en/demographics-profiles-attestation/link-my-practice-profile.html**

Thank You!

United Healthcare®