



# Ohio State Medical Association

UnitedHealthcare Updates

August, 2020

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](#)

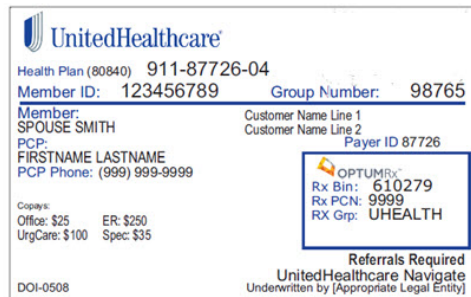
Please visit **[UHCprovider.com/covid19](https://UHCprovider.com/covid19)** for the most up to date information as it is subject to change at the discretion of State and Federal mandates



# 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.



UnitedHealthcare

Health Plan (80840) 911-87726-04

Member ID: 123456789 Group Number: 98765

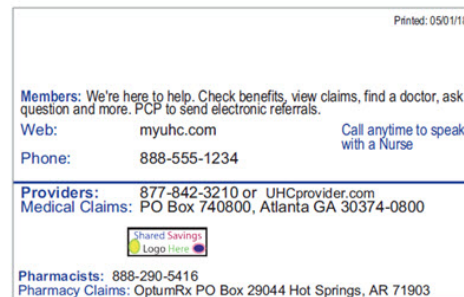
Member: SPOUSE SMITH Customer Name Line 1  
PCP: FIRSTNAME LASTNAME Customer Name Line 2  
PCP Phone: (999) 999-9999 Payer ID 87726

Copays: Office: \$25 ER: \$250  
UrgCare: \$100 Spec: \$35

Referrals Required  
UnitedHealthcare Navigate  
Underwritten by [Appropriate Legal Entity]

DOI-0508

OPTUMRx  
Rx Bin: 610279  
Rx PCN: 9999  
Rx Grp: UHEALTH



Printed: 09/01/18

Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more. PCP to send electronic referrals.

Web: myuhc.com Call anytime to speak with a Nurse  
Phone: 888-555-1234

Providers: 877-842-3210 or UHCprovider.com  
Medical Claims: PO Box 740800, Atlanta GA 30374-0800

Shared Savings  
Logo Here

Pharmacists: 888-290-5416  
Pharmacy Claims: OptumRx PO Box 29044 Hot Springs, AR 71903

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





# **Link Self-Service Tools**

# Eligibility and Benefits

**UnitedHealthcare** What can we help you find?

MEMBERS FIND DR. LINK NEW USER SIGN IN

Resources for physicians, administrators and healthcare professionals

Eligibility and Benefits | eligibilityLink Print

## Eligibility and Benefits

Return to Link Self-Service Tools

eligibilityLink

Real Time Data When You Need It

### Eligibility and Benefits on Link

A Better Way to Check Member Eligibility and Benefits

eligibilityLink is going to be retired this fall. Learn more about the new Link experience.

[Self-Paced User Guide](#) [Register For a Webinar](#)

Link gives you instant access to the latest eligibility and benefits information in real time without needing to pick up the phone. You can quickly check coverage dates, policy information, detailed benefits information and get a copy of the digital ID card.

#### Benefits and Features

- Quickly check UnitedHealthcare member eligibility
- View, download, save the member's digital ID card
- Find the member's cost share, deductible or out-of-pocket responsibility
- Determine network and tier status
- View coverage details and limits specific to each benefit plan
- View detailed benefits information for multiple plans
- View previous member benefit plans — up to 18 months in the past
- View preventive care opportunities for some members
- Find out if referrals, notification and prior authorization are needed for the member's plan.
- Get therapy accumulator information for most UnitedHealthcare Commercial members

[Go to Eligibility and Benefits](#)





# Link Registration

## Register Now

Go to [UHCprovider.com/newuser](https://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](mailto: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

**UnitedHealthcare**  
Resources for physicians, administrators and healthcare professionals

What can we help you find?

MEMBERS FIND DR. LINK NEW USER SIGN IN

Claims, Billing and Payments | claimsLink

Print

**Claims, Billing and Payments**

Return to Link Self-Service Tools

claimsLink

Optum Pay™

UnitedHealthcare West Plan Codes Report

Self Service for Revenue Cycle Management Companies

UnitedHealthcare Care Bundles Program

Electronic Payment Solutions Rolling out in 2020

## Claims Follow Up on Link

### Simplify Your Administrative Workflow

claimsLink is going to be retired this fall. Learn more about the new Link experience.

[Self-Paced User Guide](#)

[Register For a Webinar](#)

Link gives you the most up-to-date claims status and payment information, and the ability to submit your claim reconsideration requests or appeal a decision — all in one easy-to-use tool without mailing or faxing.

#### Benefits and Features

- View claims information for multiple UnitedHealthcare® plans
- Access letters, remittance advice documents and reimbursement policies
- Submit additional information requested on pending claims
- Flag claims for future viewing
- Submit corrected claims or claim reconsideration requests
- Receive instant printable confirmation for your submissions

[Go to Claims Follow Up](#)



# 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](https://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.

The screenshot shows the 'My Practice Profile' interface on the 'Link' platform. At the top, there's a 'Menu' icon, the 'Link' logo, and a notification for '21 DAYS TO ATTEST'. The user is logged in as 'FAMILY CENTER' with TIN '999988881'. The main section is titled 'PROVIDER DEMOGRAPHICS' and includes tabs for 'PROVIDER LOCATIONS' and 'GROUP DEMOGRAPHICS'. A table lists providers with columns for 'ACTIONS', 'LAST NAME', 'FIRST NAME', and 'MIDDLE NAME'. The first row is highlighted for 'Y, MICHELLE'. To the right, a 'PROVIDER DETAILS' sidebar for 'Y, MICHELLE' contains fields for 'DATE OF BIRTH' (03/01/1903), 'DEGREE' (MD), 'PRIMARY INDICATOR' (Primary), and 'SPECIALTIES' (DERMATOLOGY). At the bottom, there's an 'ADD A PROVIDER' button and a 'CONTACT US' link.

ACTIONS	LAST NAME	FIRST NAME	MIDDLE NAME
	Y	MICHELLE	
	H	JOHN	
	R	DAVID	

DATE OF BIRTH: 03/01/1903

DEGREE: MD, PRIMARY INDICATOR: Primary

SPECIALTIES: DERMATOLOGY

Field cannot be modified in this location. Please click directly on the provider specialty in the grid to make changes.

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](https://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

◀ Policies and Protocols

Protocols

Clinical Guidelines

Commercial Policies ▶

Dental Clinical Policies and Coverage Guidelines

Medicare Advantage Policies ▶

Community Plan Policies ▶

Laboratory Test Registry Protocol

## Laboratory Test Registry Protocol

Effective January 1, 2021, claims for most laboratory test services must contain your laboratory's unique test code for each service. Additionally, each test code submitted on a claim must match a corresponding **laboratory test registration** provided in advance to us, or we will deny the claim. To ensure compliance with these requirements, free standing and outpatient hospital lab providers should register their laboratory tests prior to **December 1, 2020**.

These requirements apply to most UnitedHealthcare Commercial, Medicare Advantage and UnitedHealthcare Community Plan networks.

Registering your laboratory services and placing test codes on your laboratory claim doesn't necessarily guarantee that UnitedHealthcare will pay the claim. Payment for covered services is based on the member's eligibility on the date of the service, any claim processing requirements, and the terms of your Participation Agreement.

- [Test Registry Protocol Frequently Asked Questions](#) ⓘ (Updated July 20, 2020)

Training

+

Communications

+



Test Registry Protocols and Self Service Tools

Access the 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](https://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](mailto: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.



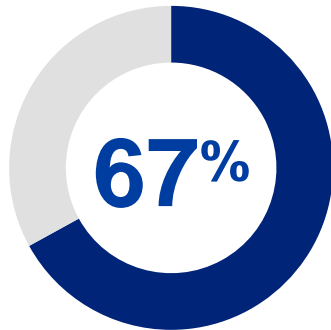
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# Delivering more value in EMRs.

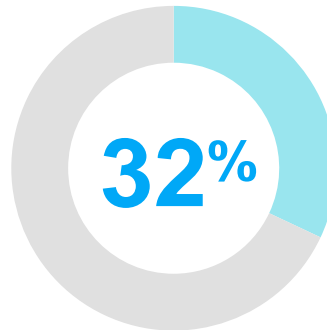
Primary care providers agree on 3 important ways EMRs can deliver more value in helping them care for patients.

## Information sharing.



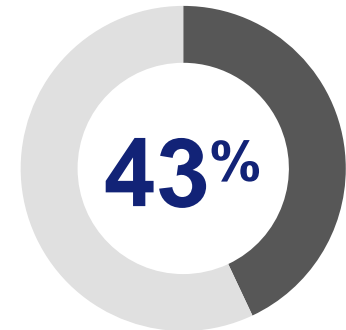
would like to see more interoperability and system-wide information sharing.

## Cost of care.



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

## Predictive analytics.



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

Source: Stanford Medicine, Harris Poll (<https://med.stanford.edu/content/dam/sm/ehr/documents/EHR-Poll-Presentation.pdf>), accessed 12/18.



# 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.

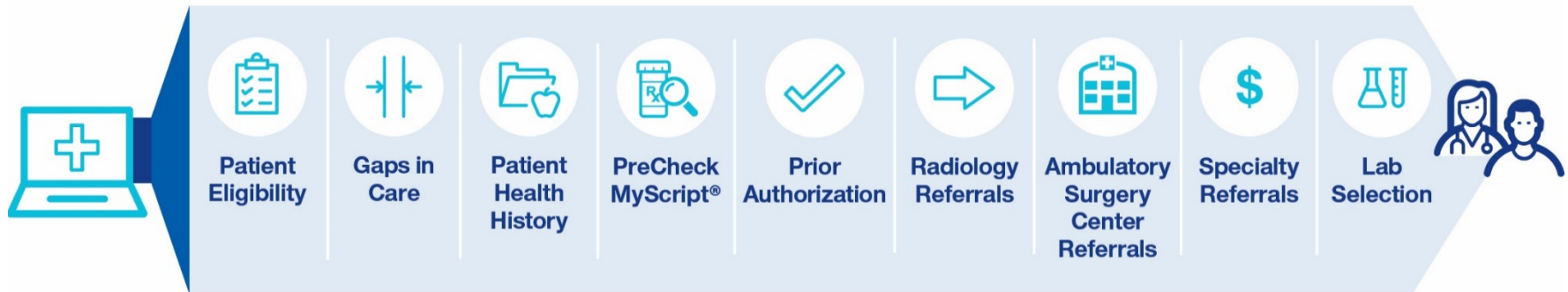


Information is updated in real time and available 24/7.



# 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


 **MENU**


 **UnitedHealthcare®**


What can we help you find? 

 **MEMBERS**


 **FIND DR.**


 **LINK**

 **NEW USER**

 **SIGN IN**

Resources for physicians, administrators and healthcare professionals

 | [Resource Library](#) | [News](#) | [Network Bulletin](#)

 **Print**


## Network Bulletin

*Network Bulletin* is a monthly publication that features important protocol and policy changes, administrative information and clinical resources.


In the July *Network Bulletin*, you can learn about policy, protocol and program delays, code revisions for prior authorization and some site of service reviews, protocol and preferred drug list updates.

[View the July 2020 Network Bulletin \(PDF\) !\[\]\(f01406db00c619769916def258ab8e29\_img.jpg\)](#)

[Sign up for provider news email updates !\[\]\(ae107592657bcf73ca64e1b525ea519c\_img.jpg\)](#)



[Managing Emails You Receive from UnitedHealthcare](#)



### Stay informed about COVID-19

Policy, drug and Protocol changes contained herein are effective and enforceable as of the dates indicated, pending notice from UnitedHealthcare to the contrary. Changes to these effective dates or updates to our business practices and policies as a result of COVID-19 will prevail and be posted on our care provider website as quickly as possible. As with any public health issue, we are working with and following guidance and protocols issued by federal, state, and local health authorities. You can find the latest UnitedHealthcare COVID-19 related resources at [UHCprovider.com/covid19](https://UHCprovider.com/covid19).



# 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](mailto: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](mailto: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](http://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.umar.com](http://www.umar.com)
- **Behavioral Health Provider Types:** Please visit [www.providerexpress.com](http://www.providerexpress.com) for resources and contacts
- **PT/OT/ST & Chiropractic Providers:** Please visit [www.myoptumhealthphysicalhealth.com/](http://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/](http://www.dbp.com/)
- **Join the Network:** Please visit [www.uhcprovider.com/en/resource-library/Join-Our-Network.html](http://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/](http://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](http://www.uhcprovider.com/en/demographics-profiles-attestation/link-my-practice-profile.html)





**Thank You!**

United  
Healthcare®