



AAHAM March 2018 Northeast Provider Education

Front and Center

UnitedHealthcare Care Provider Administrative Guide for Commercial and Medicare Advantage

What's New in the 2018 Guide:

- **Webpage layout:** In addition to the PDF version of the Guide available Jan. 1, 2018, you may choose to view the 2018 Guide as a webpage.
- **New chapters:** Pharmacy and Credentialing and Re-Credentialing provide more details on these topics.
- **Online resources:** Use updated instructions and hyperlinks to find information located on our new provider portal, UHCprovider.com, and new or updated Link applications throughout the guide.

UnitedHealthcare Care Provider Administrative Guide for Commercial and Medicare Advantage (Continued)

- **Fraud, Waste, and Abuse:** New ways to report suspicious or concerns are in our “How to Contact Us” table on Page 4.
- **All Savers:** Products offered off Exchange are no longer excluded from Chapter 6: Medical Management.

To save time, we encourage you to take advantage of our online notification process, available through **UHCprovider.com/priorauth**.

Or call the number on the member's health plan ID card.

For more information, please go to UHCprovider.com/policies > Protocols > **Notification Prior Authorization Requirement for Certain Office-Based Procedures to be Covered in Other Sites of Service**.

Site of Service-Based Notification/Prior Authorization Requirements for Certain Procedures

How Our Notification/Prior Authorization Process Will Work for These Procedures:

- Standard prior authorization processes and protocols apply.
- If the prior authorization process is not completed before performing a procedure that is on one of the prior authorization lists, claims will be denied and the member can't be billed for the service.
- If prior authorization is denied due to lack of medical necessity, members can be billed for the service to be performed in outpatient hospital setting if the physician obtains adequate written consent from the member per our protocols.

UnitedHealthcare Commercial

UnitedHealthcare Genetic and Molecular Testing Notification/ Prior Authorization Updates – Maryland

Members in the following plans do NOT require notification/prior authorization for genetic and molecular testing:

- MD-Individual Practice Association, Inc. (MD-IPA) and Optimum Choice, Inc.
- MAMSI Life and Health Insurance Company

We want to clarify which UnitedHealthcare commercial plans in Maryland will require genetic and molecular testing notification/prior authorization effective April 1, 2018. Members in the following plans will required notification/ prior authorization for genetic and molecular testing:

- UnitedHealthcare of the Mid-Atlantic, Inc.

UnitedHealthcare Genetic and Molecular Testing Notification/Prior Authorization Updates

New CPT codes included in the notification/prior authorization requirement:

- G9840
- G9843
- 81520
- 81521

The requirement began on November 1, 2017. Ordering care providers may complete the notification/prior authorization process online or over the phone.

Link News & Updates

Link Self-Service Updates and Enhancements

- **eligibilityLink** – Coverage dates added for termed policies.
- **Claim Estimator** and **OneNet PPO Pricing** moved to Link.
- **Submit appeals for Commercial and Medicare members**
- **Document Vault** – top right corner of your Link dashboard.

*To get an Optum ID, go to UHCprovider.com and click on **New User** to register for Link access.



Link users are seriously fast.

The average Link transaction can be completed in **less than one minute** compared to an average phone call of six and a half minutes or more.



eligibilityLink

*Required

*Confirm Payer Name (Insurance Company)/Payer ID ⓘ

* Member ID
 * Date of Birth

First Date of Service
 Last Date of Service

Leaving the date blank defaults to today's date & returns current, active policies. If searching for a past policy or you are unsure, enter a date up to 18 months old.

[More Search Options](#)

My Practice Profile

claimsLink

Electronic Payments & Statements

UnitedHealthcare Online

Link Resource Library

Care Conductor

ICD 10 Lookup Tool

UMR

UnitedHealthcare West

referralLink Florida Community Plan

UHC On Air

Questions?