



AAHAM November 2019 Provider Education



Optum Maryland, will be the next Administrative Service Organization (ASO) for the Public Behavioral Health System. The contract award begins January 1, 2020.

- The Maryland Department of Health is driving/coordinating the transition and training.
- ASO transition FAQ
- Optum has opened registration for provider training webinar sessions. Sessions begin in December.
- Please direct all questions regarding the ASO transition
 - mdh.bhasotransition@maryland.gov.

<https://mmcp.health.maryland.gov/Pages/Administrative-Service-Organization-Transition-Information-.aspx>

Medical Record Review for 2019 Dates of Service



We're required by the Department of Health & Human Services (HHS), under the Affordable Care Act (ACA), to submit complete diagnostic information about members enrolled in certain UnitedHealthcare commercial ACA-covered health plans. To comply with this requirement, we may request medical records from you from **Nov. 25, 2019** through **March 20, 2020**.

What This Means to You

If you're selected for a medical record review, UnitedHealthcare will ask you to provide information for 2019 dates of service for a certain number of your patients. To reduce the potential for administrative burden on your office, we use the records received through this request for other appropriate health care operations, for example, monitoring compliance with Healthcare Effectiveness Data and Information Set (HEDIS®)

Medical Record Review for 2019 Dates of Service (cont.)



Optum and Ciox Health, a health technology company, will conduct these reviews, coordinate record retrieval and do clinical coding reviews on UnitedHealthcare's behalf. They will request records for members in UnitedHealthcare commercial ACA-covered health plans.

What You Will Need to Do

All requested medical records and documentation will need to be completed **March 20, 2020**, to meet the HHS deadline for these record requests.

Questions?

If you have any questions about the scheduling of the review:

- Call CIOX Health at **877-445-9293**, 7 a.m. to 8 p.m. Central Time, Monday through Friday
- Email **chartreview@cioxhealth.com**

New UnitedHealthcare Oxford Commercial Plan Members ID Cards



As part of our efforts to streamline the administrative experience for UnitedHealthcare Oxford commercial plans, we're providing members with new member ID cards that show:

- A new **11-digit** ID number
- A **numeric-only** Group number
- **UHCprovider.com** on the back of the card

The ERA Payer ID number will not change and will remain **06111**.

[Learn More](#)

For more information about these changes, use the online Quick Reference Guide and share it with your staff. If you have questions, call Provider Services at **800-666-1353**. When you call, provide your National Provider Identifier (NPI) number.

Site of Service expansion - expanding our notification/prior authorization requirements and site of service medical necessity reviews to include certain surgical codes. This was part of our efforts towards achieving better health outcomes, improving patient experience and lowering the cost of care.

Community Plan of Maryland - effective October 1, 2019

Commercial membership - Effective November 1, 2019

- **Maryland implementation is January 1, 2020**

- If you don't notify us or complete the notification/prior authorization process before the planned procedure is rendered, we may deny the claims and you won't be able to bill the member for the service.

Completing the Notification/Prior Authorization Process

The process for completing the notification/prior authorization request timeframes remains the same. You can learn more about how to use the prior authorization advanced notification (PAAN) link through training, complete the notification/prior authorization process or confirm a coverage decision as follows:

- **Online:** Go to UHCprovider.com/paan
- **Phone:** Call **877-842-3210** from 7 a.m. - 7 p.m. local time, Monday - Friday

UnitedHealthcare Commercial Reimbursement Policy Updates



We regularly make changes to policies as part of an ongoing effort to improve health care quality and affordability for members while managing the appropriate use of certain services. The following chart shows new policy changes and their effective dates:

Policy	Effective Date	Summary of Change
Outpatient Hospital Maximum Frequency Per Day Policy, Facility	Feb. 1, 2020	<ul style="list-style-type: none">Effective with dates of service on or after Feb. 1, 2020, UnitedHealthcare will align with the CMS National Correct Coding Initiative (NCCI) Facility Outpatient Hospital Services Medically Unlikely Edits (MUE) values for certain procedures for outpatient claims submitted on the CMS UB04 claim form or its electronic equivalent.The purpose of this new policy is to provide coding guidance for outpatient facilities billing one unit or multiple units of a CPT or HCPCS code. Claims submitted with Type of Bill 13X and where the facility is reimbursed at a discount and/or by the fee schedule, including non-par providers, will be processed according to the maximum number of units allowed for each service.

EDI

 UHC On Air

 UnitedHealthcare®

What is Point of Care Assist and how does it work?

Historically, member benefit information hasn't been readily available at the point of care. That's why UnitedHealthcare developed **Point of Care Assist**, to add real-time patient information - including eligibility, prior authorization, clinical, pharmacy, lab and cost data - to existing electronic medical records (EMRs), making it easier for care providers to address patient needs.

- **Get enhanced insights on patient needs and benefits, including information needed for lab selection.**
- **Save time and money**
- **Improve patient satisfaction and results**

Provider Education



Phase 5: Dec. 10, 2019

Phase	VA Facility	Station #	Facility State	Veteran States
5	Northport VA Medical Center	632	NY	NY
	Samuel S Stratton Department Veterans	528A8	NY	CT, MA, NY, VT
	Syracuse VA Medical Center	528A7	NY	NY
	Washington VA Medical Center	688	DC	DC, MD, VA
	Atlanta VA Medical Center	508*	GA	NC
	Baltimore VA Medical Center	512	MD	MD, PA
	Perry Point VA Medical Center	512A5	MD	MD, PA
	Loch Raven VA Medical Center	512GD	MD	MD, PA
	Durham VA Medical Center	558	NC	NC, VA
	Fayetteville VA Medical Center	565	NC	NC
	Cumberland County VA Clinic	565GL	NC	NC
	Charles George Department of Veterans Affairs Medical Center	637	NC	NC
	W.G. (Bill) Hefner Salisbury Department of Veterans Affairs Medical Center	659BY	NC	NC, VA
	South Charlotte VA Clinic	659BZ	NC	NC
	Greenville VA Clinic	558GA*	SC	NC
	Wm. Jennings Bryan Dorn Department of	544*	SC	NC
	James H. Quillen Department of Veterans Affairs Medical Center	621*	TN	NC, VA
Hampton VA Medical Center	590	VA	MD, NC, VA	
Hunter Holmes McGuire Hospital	652	VA	NC, VA	
Salem VA Medical Center	658	VA	NC, VA, WV	

Resources

CCN providers can find more information at:

- **vacommunitycare.com**
 - I am a Provider > Training and Guides
- **UHC On Air**
 - Your source for live and on-demand video broadcasts
 - Includes the Optum VA Community Care Network channel
 - Accessible through Link dashboard or training document, “Accessing Provider Training using UHC On Air”
- **VA Provider Services**
 - Information You need: [VA Community Care Provider Overview](#)
 - Newsletter: [VA Office of Community Care Provider Updates](#)
 - Free Provider Education: [VA Community Provider Education Webinar Program](#)

The New Provider Orientation Training Course

This short, half-hour course will help you and your staff learn more about the tools and other resources you'll need to use as you do business with UnitedHealthcare. It's available on demand, 24/7, so you can complete it whenever your schedule allows.

Take advantage of online training opportunities

From CEU/CME courses to recorded webinars, we have training options to help you stay up to date on the health care industry and learn how to use UnitedHealthcare's many tools and resources. Highlights include:

Advancing Health Equity Activity Now Available for Continuing Education Credit



A multi-credit education series was developed to help increase care provider understanding of how culture impacts health care use and outcomes, and how to apply that knowledge to interactions with patients who have diverse backgrounds.

Activity Overview

This activity will provide an overview of health equity and present ways that care providers can apply the knowledge and skills necessary to most effectively tailor health care delivery to all. It consists of two overview modules and four case studies.

Earn Continuing Education (CE) Credits

This accredited education activity is made available, free of charge, for all health care professionals.

Get Started Today

Visit optumhealtheducation.com/advancing-health-equity to learn more and complete the Advancing Health Equity activity.

The Jan. 1, 2020, Prescription Drug List and pharmacy benefit updates for UnitedHealthcare commercial plans are now available at UHCprovider.com > Menu > Resource Library > [Drug Lists and Pharmacy](#).

Training to Treat Post-Traumatic Stress Disorder



UnitedHealthcare, Optum, and the STRONG STAR Training Initiative are working together to provide access to training on evidence-based treatment for Post-Traumatic Stress Disorder (PTSD).

UnitedHealthcare, Optum and the STRONG STAR Training Initiative, with leadership provided by the University of Texas Health Science Center at San Antonio, is offering training to health care service delivery personnel to learn more about PTSD prevalence, screening and two types of evidence-based treatment: prolonged exposure and cognitive processing therapy.

Follow these steps to access the presentation on demand:

- Enter your Optum ID and the program will begin to play

At the end of the program, you'll need to answer a series of questions and pass with at least 80% to earn the educational credit certificate. You can download the certificate from your UHC On Air profile, and we'll automatically email a copy to you after completion.

If you have questions, send an email to uhconair@uhc.com. We'll respond within 48 to 72 hours.

Questions?



Thank you.

Insurance coverage provided by or through UnitedHealthcare Insurance Company, All Savers Insurance Company, Oxford Health Insurance, Inc. or their affiliates. Health Plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Texas, LLC, UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc. and UnitedHealthcare of Washington, Inc., Oxford Health Plans (NJ), Inc. and Oxford Health Plans (CT), Inc. or other affiliates. Administrative services provided by United HealthCare Services, Inc., OptumRx, OptumHealth Care Solutions, LLC, Oxford Health Plans LLC or their affiliates. Behavioral health products are provided by U.S. Behavioral Health Plan, California (USBHPC), United Behavioral Health (UBH) or its affiliates.