

# 2019 Administrative Guide

**Physician, Health Care Professional, Facility and Ancillary**

**KanCare Program**

**Chapter 1: UnitedHealthcare Community Plan  
Corporate Overview**

Dear Provider Partner,

I'd like to welcome you to UnitedHealthcare Community Plan of Kansas. As a health care professional, you are fundamental to our mission of helping people live healthier lives. We value your partnership as we strive to improve the health and well-being of the Kansans we serve.

Health care is personal and individual. Thus providing support at the local level by meeting our members and providers where they are is an essential piece of our strategy. UnitedHealthcare is committed to enhancing the relationship among patient and provider. This Provider Manual is a tool to provide a comprehensive overview of our company and how best to work with us. We encourage you to become familiar with all aspects of this guide.

We look forward to working with you and continuing to strengthen our partnership as we provide care to the consumers of Kansas. We welcome your feedback and ideas for ways we can help you deliver health and wellness. Thank you for sharing our passion of helping people live healthier lives.

Sincerely,

A handwritten signature in black ink, appearing to read 'Kevin Sparks', with a stylized, cursive script.

Kevin Sparks  
Health Plan CEO, United Healthcare Community Plan of Kansas

## Welcome

Welcome to the UnitedHealthcare Community Plan provider manual. This up-to-date reference PDF manual allows you and your staff to find important information such as how to process a claim and submit prior authorization requests. This manual also includes important phone numbers and websites on the How to Contact Us page. Find operational policy changes and other electronic tools on our website at [UHCprovider.com](http://UHCprovider.com).

### Click the following links to access different manuals:

- [UnitedHealthcare Administrative Guide](#) for Commercial and Medicare Advantage member information. Some states may also have Medicare Advantage information in their Community Plan manual.
- A different Community Plan manual: go to [UHCprovider.com](http://UHCprovider.com). Click Menu on top left, select Administrative Guides and Manuals, then Community Plan Care Provider Manuals, select state.

### Easily find information in this manual using the following steps:

1. Select CTRL+F.
2. Type in the key word.
3. Press Enter.

If available, use the binoculars icon on the top right hand side of the PDF to search for information and topics.

We greatly appreciate your participation in our program and the care you offer our members.

If you have questions about the information or material in this manual, or about our policies, please call Provider Services.

### Important Information about the Use of This Manual

If there is a conflict between your Agreement and this care provider manual, use this manual unless your Agreement states you should use it, instead. If there is a conflict between your Agreement, this manual and applicable federal and state statutes and regulations and/or state contracts, applicable federal and state statutes and regulations and/or state contracts will control. UnitedHealthcare Community Plan reserves the right to supplement this manual to help ensure its terms and conditions remain in compliance with relevant federal and state statutes and regulations.

This manual will be amended as policies change.

### Participation agreement

In this manual, we refer to your Participation Agreement as “Agreement”.

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# Chapter 1: UnitedHealthcare Community Plan Corporate Overview

We seek to help the people we service live healthier lives.

We understand that compassion and respect are essential components of a successful health care company. We employ a diverse workforce, rooted in the communities we serve, with varied backgrounds and extensive practical experience that gives us a better understanding of our members and their needs.

## Our Approach to Health Care

Innovative health care programs are the hallmark of UnitedHealthcare Community Plan. Our personalized programs encourage the utilization of services. These programs, some of them developed with the aid of researchers and clinicians from academic medical centers, are designed to help our chronically ill members avoid hospitalizations and hospital emergency room visits – in short, to live healthy, productive lives.

The UnitedHealthcare Clinical Model helps people live healthier lives through seamless, integrated health care and services that support the people we serve, to live a meaningful life in a community of their choice, providing accessible, affordable options focused on improving health literacy, connecting them to a medical/behavioral health home, and maintaining or improving their health, well being, and highest possible functional status.

Through our Integrated Model, physical/medical, behavioral and long-term care services and supports are fully integrated for all members to ensure seamless care transitions and coordination of health care. All clinical programs – Care Coordination, Utilization Management, Disease Management, and Specialty Programs – are connected through the Interdisciplinary Care Team and a common member record.

In addition to the usual reminders for preventive care services, we use a proprietary Universal Tracking Database to find members who have fallen behind in scheduling appointments and care providers who are failing to focus on preventive care and optimal treatment.

Cultural competency is at the heart of serving our members, their special health needs and their unique circumstances. Cultural sensitivity plays a vital part in realizing our goal of supporting member recovery and resiliency in ways that are meaningful and appropriate for individuals in their communities and relevant to their unique cultural experiences.

Our philosophy for ensuring cultural competency emphasizes a “whole member” approach, taking into account the member’s environment, background and culture.

UnitedHealthcare Community Plan is also committed to disability competency, or the ability of individuals and systems to provide services effectively to people with various physical or behavioral disabilities in a manner that recognizes modifications of treatment facility, treatment environment and access needs while respecting the worth of individual and preserves their dignity.

These considerations include:

- Policies and procedures will fit compliance around ADA.
- Mobility and accessibility including wheelchair ramps and entrance access.
- Accessible medical equipment and services adapted to members needs and disability.
- Examinations for members with disabilities (example: exam table adjustments).
- Office access and members options for travel.
- Community resources and assistance.

If you are unable to comply with disability competency or unique member needs for adaption in treatment to members, including counseling or referral services, contact UnitedHealthcare Community Plan.

Visit [UHCProvider.com](https://www.uhcprovider.com) for a copy of UnitedHealthcare’s Cultural Competency Policy.

