

2018 Administrative Guide

Physician, Health Care Professional, Facility and Ancillary
KanCare Program

Chapter 17: Provider Communications and Outreach

Welcome to UnitedHealthcare Community Plan

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.

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. 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 17: Provider Communications and Outreach

The UnitedHealthcare Community Plan care provider education and training program is built on 27 years of experience with care providers and multi-state managed care programs and includes the following training components:

- Provider website
- Provider forums/town hall meetings
- Provider office visits
- Provider bulletins
- Provider manual
- [National newsletter/network bulletin](#)

17.1 Provider Website

UnitedHealthcare promotes the use of web-based functionality among its care provider population. UnitedHealthcare's web-based provider website, UHCprovider.com, facilitates provider communications pertaining to administrative functions. Our interactive website enables providers to electronically determine member eligibility, submit claims, and ascertain the status of claims. UnitedHealthcare has implemented an internet-based prior authorization system on UHCprovider.com which allows providers who have internet access the ability to request their medical prior authorizations online rather than by telephone. The website also contains an online version of the Provider Administrative Guide, the Provider Directory, access to the Kansas Preferred Drug List (both searchable and comprehensive listing), clinical practice guidelines, quality and utilization requirements and educational materials such as newsletters, recent fax service bulletins and other provider information. UnitedHealthcare Community Plan also posts notifications regarding changes in laws, regulations and subcontract requirements to the portal such as the Issues Log, on UHCprovider.com/kscommunityplan.

Members have access to the Member Handbook, newsletters, provider search tool and other important Health Plan bulletins on UHCCommunityPlan.com.

17.2 Provider Office Visits

Provider Advocates visit primary care providers (PCP), specialist and ancillary provider offices on a regular basis. Each Physician Advocate is assigned to a geographic territory to deliver face-to-face support to our providers across the state. The prioritization and quantity of provider office visits by these staff is determined based on a variety of demographic factors, including size of member population, special cultural/linguistic needs, geography, and other special needs. Our primary reasons for face-to-face office visits are to create program awareness, promote program compliance, and minimize health care disparities.

17.3 Care Provider Manual

UnitedHealthcare publishes this [manual](#) online, which includes an overview of the program, toll free number to our provider services hotline, a removable quick reference guide, and a list of additional provider resources and incentives. Providers without Internet access may request a hard copy of this [manual](#) by contacting Provider Services.

