

2019 Care Provider Manual

Physician, Health Care Professional, Facility and
Ancillary Care

North Carolina

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.

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”. You must comply with the conditions set forth in this Agreement.

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Chapter 1: Introduction

UnitedHealthcare Community Plan supports the North Carolina state goals of increased access, improved health outcomes and reduced costs by offering Medicaid benefits to eligible North Carolinians. The North Carolina Division of Health Benefits (NC DHHS) will determine enrollment eligibility through their enrollment broker MAXIMUS.



If you have questions about the information in this manual or about our policies, go to UHCprovider.com or call Provider Services at 800-638-3302.

How to Join Our Network



For instructions on joining the UnitedHealthcare Community Plan provider network, go to UHCprovider.com/join. There you will find guidance on our credentialing process, how to sign up for self-service tools and other helpful information.

Our Approach to Health Care

WHOLE PERSON CARE MODEL

The Whole Person Care (WPC) program helps empower UnitedHealthcare Community Plan members enrolled in Medicaid, care providers and our community improve care coordination and raise outcomes. Targeting UnitedHealthcare Community Plan members with chronic complex conditions, the program addresses their needs holistically by referral to care management delivered either by medical home or internal care management team.

The program provides care management to members with complex medical, behavioral, social, pharmacy and specialty needs. The WPC approach provides a local care management team that helps increase member

engagement, offers resources to fill gaps in care and develops personalized health goals using evidence-based clinical guidelines. This approach is essential to improving the health and well-being of the individuals, families and communities UnitedHealthcare Community Plan serves.

WPC provides:

- Market-specific local care management involving medical, behavioral and social care.
- Extended care team including primary care provider (PCP), pharmacist, medical and behavioral director, and peer specialist.
- Field-based interventions engage members, connecting them to needed resources, care and services.
- Personal and multidisciplinary care plan.
- Education and support with complex conditions.
- Tools for helping members engage with providers, such as appointment reminders and help with transportation.
- Foundation to build trust and relationships with hard-to-engage members.

The WPC program goals are to:

- Lower avoidable admissions and unnecessary emergency room (ER) visits, measured outcomes by inpatient (IP) admission and ER rates.
- Improve access to needed services, such as behavioral health and community resources.
- Identify and remove social and environmental barriers to care.
- Improve health outcomes, measured by improved Healthcare Effectiveness Data and Information Set (HEDIS) and Centers for Medicare & Medicaid Services (CMS) Star Ratings metrics.
- Empower members to manage their complex illness or problem and care transitions.
- Improve coordination of care through dedicated staff resources and to meet unique needs.

- Engage community care and care provider networks to help ensure access to affordable care and the appropriate use of services.

Care Provider Resources

UnitedHealthcare Community Plan manages a complete care provider network of independent practitioners and facilities. The network includes health care professionals such as PCPs, specialists, medical facilities, allied health professionals and ancillary service care providers. UnitedHealthcare Community Plan offers several options to support care providers who need help.

REFERRING YOUR PATIENT

To refer your patient who is a UnitedHealthcare Community Plan member to WPC, call Member Services at **800-349-1855**, TTY 711. You may also call Provider Services at **800-638-3302**.

SECURE CARE PROVIDER WEBSITE

UnitedHealthcare Community Plan provides a secure portal to network care providers, facilities and medical administrative staff called Link at UHCprovider.com. This website offers an innovative suite of online health care management tools, including the ability to view all online transactions for UnitedHealthcare Community Plan members. It can help you save time, improve efficiency and reduce errors caused by conventional claims submission practices.



To access Link, the secure care provider website, go to UHCprovider.com and either sign in or create a user ID for Link. You will receive your user ID and password within 48 hours.

The secure care provider website lets you:

- Verify member eligibility including secondary coverage.
- Review benefits and coverage limit.
- Check prior authorization status.
- Access remittance advice and review recoveries.

- Review your preventive health measure report.
- Access the Early and Periodic Screening, Diagnosis, and Treatment (EPSDT) toolset.
- Search for CPT codes. Type the CPT code in the header search box on UHCprovider.com, and the search results will display all documents and/or web pages containing that code.
- Find certain web pages more quickly using direct URLs. You'll see changes in the way we direct you to specific web pages on our UHCprovider.com provider portal. You can now use certain direct URLs, which helps you find and remember specific webpages easily and quickly. You can access our most used and popular web pages on UHCprovider.com by typing in that page's direct URL identified by a forward slash in the web address, e.g. UHCprovider.com/claims. When you see that forward slash in our web links, you can copy the direct URL into your web page address bar to quickly access that page.

PROVIDER SERVICES

Provider Services is the primary contact for care providers who require assistance. It is staffed with representatives trained specifically for UnitedHealthcare Community Plan.



[Provider Services](#) can assist you with questions on Medicaid benefits, eligibility, claim decision, forms required to report specific services, billing questions and more.

Provider Services works closely with all departments in UnitedHealthcare Community Plan.

NETWORK MANAGEMENT DEPARTMENT

Within UnitedHealthcare Community Plan, the Network Management Department can help you with your contract, credentialing and in-network services. The department has network account managers and provider advocates who are available for visits, contracting, credentialing and other related issues.



If you need to speak with a network contract manager about credentialing status or contracting, call our [Network Management Phone Team](#).

CULTURAL COMPETENCY RESOURCES

You must take part in UnitedHealthcare Community Plan's and the state of North Carolina's efforts to promote culturally competent care delivery to all members. This includes members with limited English proficiency, physical or mental disabilities, diverse cultural and ethnic backgrounds. Render services regardless of gender, sexual orientation or gender identity.

You must also provide interpreter services in the member's primary language and for the hearing impaired for all appointments and emergency services. In addition, you must provide information about care options and alternatives as well as complaints and appeals. Deliver this information in a manner appropriate to the member's condition and ability to understand.

Plus, you must provide physical access, reasonable accommodations, and related equipment for members with physical or mental disabilities. This includes the following interpretation and translation services:

- You must provide qualified sign language interpreters if closed captioning is not the appropriate aid.
- You must help ensure your staff can appropriately communicate with members who have hearing loss.
- You will report to UnitedHealthcare Community Plan, in a format and frequency we determine, whether hearing loss accommodations are needed and provided, and the type of accommodation provided.

To help you meet these requirements, we have developed a Cultural Competency Program with the following services:

- **Language Interpretation Line:** We provide oral interpreter services 24 hours a day, seven days a week to our members free of charge. More than 240 non-English languages and hearing impaired services are available. If a UnitedHealthcare Community Plan member needs Interpreter Services, we prefer care providers use a professional interpreter.
 - To access a professional interpreter during regular business hours, contact the Provider Services at **800-638-3302**. After business hours, you may call our Language Lines Solutions team at **877-261-6608**.

- Enter the client payer ID 87726 (do not hit #). Press 1 for Spanish and 2 for all other languages.

- **Care provider resources:** Go to [UHCprovider.com/en/resource-library/patient-health-safety/cultural-competency.html](https://www.uhcprovider.com/en/resource-library/patient-health-safety/cultural-competency.html) for online trainings that help you effectively deliver care that meet members' social, cultural, and linguistic needs. These tools are available to help serve all members, including Tribal populations.
- **Cultural member materials:** We provide simplified materials for members with limited English proficiency and who speak languages other than English or Spanish. We also provide materials for visually impaired members.

CARE PROVIDER PRIVILEGES

To help our members access the right care and minimize out-of-pocket costs, you must have privileges at applicable in-network facilities or arrangements with an in-network provider to admit and provide facility services. This includes full admitting hospital privileges, ambulatory surgery center privileges and/or dialysis center privileges.

DIRECT CONNECT

Direct Connect is a free online portal that lets you securely communicate with payers to address errant claims. This portal has the ability to replace previous methods of letters, faxes, phone calls and spreadsheets. It also helps:

- Manage overpayments in a controlled process.
- Create a transparent view between you and payer.
- Avoid duplicate recoupment and returned checks.
- Lower resolution time frames.
- Real-time reporting to track statuses of inventories in resolution process.
- Provide control over financial resolution methods.

All users will access Direct Connect using Link. On-site and online training is available.



Email directconnectsupport@optum.com to get started with Direct Connect.

PROVIDER OMBUDSMAN PROGRAM

North Carolina Medicaid is building a provider ombudsman service to help you find solutions to complaints.

When the program launches, we will provide detail. Until then, you may submit a complaint by calling North Carolina DHHS. Find more information at ncdhhs.gov.

Members have a separate ombudsman program.

COMPLIANCE

HIPAA mandates NPI usage in all standard transactions (claims, eligibility, remittance advice, claims status request/response, and authorization request/response) for all health care providers who handle business electronically.

EVIDENCE-BASED CLINICAL REVIEW CRITERIA AND GUIDELINES

UnitedHealthcare Community Plan uses MCG Care Guidelines (formally Milliman Care Guidelines) for care determinations.

How to Contact Us

Topic	Contact	Information
Benefits	UHCprovider.com/benefits 800-638-3302	Confirm a member’s benefits and/or prior authorization.

Topic	Contact	Information
Cardiology Prior Authorization (eviCore healthcare)	For prior authorization or a current list of CPT codes that require prior authorization, visit UHCprovider.com/cardiology Click Menu on top left, select Prior Authorization and Notification, then Cardiology 866-889-8054 Fax: 866-889-8061	Request prior authorization of the procedures and services outlined in this manual's prior authorization requirements.
Care Management Referrals	Provider Services 800-638-3302	Refer high-risk members (e.g., asthma, diabetes, obesity) and members who need private-duty nursing and long-term services and supports.
Chiropractor Care	myoptumhealthphysicalhealth.com 800-873-4575	We provide members older than 21 with up to six visits per calendar year with an in-network chiropractor. This benefit does not need prior authorization.
Claims	Use the Link Provider Portal at UHCprovider.com/claims 800-638-3302 Mailing address: UnitedHealthcare Community Plan P.O. Box 5280 Kingston, NY 12402-5240 For FedEx (use for large packages/more than 500 pages): UnitedHealthcare Community Plan 1355 S 4700 West, Suite 100 Salt Lake City, UT 84104	Verify a claim status or get information about proper completion or submission of claims.

Topic	Contact	Information
Claim Overpayments	See the Overpayment section for requirements before sending your request. Sign in to UHCprovider.com/claims to access Link, then select the UnitedHealthcare Online app 800-638-3302 Mailing address: UnitedHealthcare Community Plan ATTN: Recovery Services P.O. Box 101760 Atlanta, GA 30392	Ask about claim overpayments.
Electronic Data Intake Claim Issues	ac_edi_ops@uhc.com 800-210-8315	Ask about claims issues or questions.
Electronic Data Intake Log-on Issues	800-842-1109	Information is also available at UHCprovider.com/edi .
Eligibility	To access the app, sign in to UHCprovider.com/eligibility to access Link, then select the UnitedHealthcare Online app 800-638-3302	Confirm member eligibility.
Enterprise Voice Portal	877-842-3210	The Enterprise Voice Portal provides self-service functionality or call steering prior to speaking with a contact center agent.
Fraud, Waste and Abuse	800-455-4521 or 877-401-9430	Notify us of suspected fraud, waste or abuse by a care provider or member.
Healthy First Steps/ Obstetrics (OB) Referral	800-599-5985	Refer high-risk OB members. Fax initial prenatal visit form.
Lab for Providers	LabCorp 888-522-2677 Quest Diagnostics 866-697-8378 questdiagnostics.com	LabCorp and Quest Diagnostics are nationally contracted lab providers.
Medicaid/ Health Choice	Medicaid.gov 888-245-0179	Contact Medicaid directly.

Topic	Contact	Information
<p>Medical and Behavioral Claims, Reconsiderations, and Appeals</p>	<p>Sign in to UHCprovider.com/claims to access Link, then select the UnitedHealthcare Online app 800-638-3302</p> <p>Claims and reconsiderations mailing address: UnitedHealthcare Community Plan P.O. Box 5280 Kingston, NY 12402-5240</p> <p>Appeals mailing address: UnitedHealthcare Community Plan Attn: Grievances and Appeals Unit P.O. Box 31364 Salt Lake City, UT 84131-0364</p>	<p>Claim issues include overpayment, underpayment, payment denial, or an original or corrected claim determination you don't agree with.</p>
<p>Member Services</p>	<p>800-349-1855</p>	<p>Assist members with issues or concerns. Available 7 a.m. – 6 p.m. Eastern Time, Monday through Saturday, and all state holidays. Emergency services are available at any time.</p>
<p>Mental Health & Substance Abuse (United Behavioral Health)</p>	<p>United Behavioral Health 877-614-0484</p>	<p>Refer members for behavioral health services. (A PCP referral is not required.)</p>
<p>Multilingual/ Telecommunication Device for the Deaf (TDD) Services</p>	<p>Member Services 800-349-1855 Language Interpretation Line 877-261-6608 TDD 711</p>	<p>Available 7 a.m. – 6 p.m. Eastern Time, Monday through Friday.</p>
<p>National Credentialing Center (VETTS line)</p>	<p>877-842-3210</p>	<p>Self-service functionality to update or check credentialing information.</p>
<p>National Plan and Provider Enumeration System (NPPES)</p>	<p>nppes.cms.hhs.gov 800-465-3203</p>	<p>Apply for a National Provider Identifier (NPI).</p>
<p>Network Management Phone Team</p>	<p>Provider Services 800-638-3302 CarolinasPRTeam@uhc.com</p>	<p>Ask about contracting and care provider services.</p>

Topic	Contact	Information
NurseLine	855-202-0992	Available 24 hours a day, seven days a week.
Obstetrics and Baby Care	Healthy First Steps 800-599-5985 Fax: 877-353-6913 UHCBabyBlocks.com	Links for pregnant moms and newborn babies.
Optum Support Center	LinkSupport@optum.com 855-819-5909	Available 7 a.m. – 9 p.m. Central Time, Monday through Friday; 6 a.m. – 6 p.m. Central Time, Saturday; and 9 a.m. – 6 p.m. Central Time, Sunday.
Pharmacy Service Line	UHCprovider.com 855-258-1593 (OptumRx)	Ask about point of sale claims, pharmacy prior authorizations, clinical coverage criteria and other general questions. Resolve claims payment and adjudication issues.
PreCheck MyScript	UHCprovider.com 866-842-3278, option 3	Use Link to access the PreCheck MyScript tool. Request prior authorization and receive results, and see which prescriptions require prior authorization or are not covered or preferred. Check coverage and price, including lower-cost alternatives.
Prior Authorization/ Notification for Pharmacy	UHCprovider.com/priorauth OptumRx Prior Authorization Department P.O. Box 25183 Santa Ana, CA 92799 855-258-1593 Fax: 866-622-1428	Request prior authorization for certain drugs prescribed to North Carolina Medicaid and Health Choice members.
Prior Authorization/ Notification of Health Services	UHCprovider.com/priorauth 800-638-3302 Fax: 866-622-1428	Request authorization/notify of the procedures and services outline in the prior authorization/ notification requirements section of this manual. Complete and current list of prior authorizations.
Provider Services	UHCprovider.com/NCcommunityplan 800-638-3302	Available 8 a.m. – 6 p.m. Eastern Time, Monday through Saturday.

Topic	Contact	Information
Radiology Prior Authorization (eviCore healthcare)	UHCprovider.com/radiology 866-889-8054 Fax: 866-889-8061	Request prior authorization of the procedures and services outlined in this manual's prior authorization requirements. Complete and current list of prior authorizations.
Referrals	UHCprovider.com > Click Menu on top left, then select Referrals or use Link Provider Services 800-638-3302	
Third-Party Liability	Provider Services 800-638-3302	Submit information about other member coverage not available on the Link Provider Portal.
Tobacco Free Quit Line	800-784-8669	Ask about services for quitting tobacco/ smoking.
Transportation	National MedTrans 833-586-5371 Member Services 800-349-1855	Call National MedTrans to schedule transportation for members or get transportation assistance. Members may call Member Services. To arrange non-urgent transportation, please call two days in advance.
Utilization Management	800-638-3302	UM helps avoid overuse and under-use of medical services by making clinical coverage decisions based on available evidence-based guidelines. Request a copy of our UM guidelines or information about the program.
Vaccines for Children (VFC) program	cdc.gov/vaccines/programs/vfc/index.html immunize.nc.gov American Academy of Pediatrics/ Bright Futures aap.org	You must participate in the VFC Program administered by the Department of Health and Senior Services (DHSS) and must use the free vaccine when administering vaccine to qualified eligible children. You must enroll as VFC providers with DHSS to bill for the vaccine administration. VFC does not cover vaccines provided for children enrolled in Health Choice. You can get reimbursed for vaccines and the administration of vaccines not covered under VFC for children enrolled in North Carolina Health Choice.

Topic	Contact	Information
Vision Services	marchvisioncare.com 844-736-2724	Available 8 a.m. – 5 p.m. Eastern Time, Monday through Friday.
Website for North Carolina Community Plan	UHCprovider.com/NCcommunityplan	Access your state-specific Community Plan information on this website.

Chapter 2: Care Provider Standards & Policies

General Care Provider Responsibilities

You must comply with the terms and conditions set forth in your provider Agreement.

NON-DISCRIMINATION

You can't refuse an enrollment/assignment or disenroll a member or discriminate against them solely based on age, sex, race, physical or mental handicap, national origin, religion, type of illness or condition. You may only direct the member to another care provider if that illness or condition may be better treated by someone else.

COMMUNICATION BETWEEN CARE PROVIDERS AND MEMBERS

The UnitedHealthcare Community Plan Agreement is not intended to affect your relationship with members as patients or with its ability to administer quality improvement, utilization management or credentialing programs. Instead, we require communication between PCPs and other participating care providers. This helps ensure UnitedHealthcare Community Plan members receive both quality and cost-effective health services.

UnitedHealthcare Community Plan members and/or their representatives may take part in the planning and implementation of their care. To help ensure members and/or their representatives have this chance, UnitedHealthcare Community Plan requires you:

1. Educate members, and/or their representatives about their health needs.
2. Share findings of history and physical exams.
3. Discuss options (without regard to plan coverage), treatment side effects and symptoms management. This includes any self-administered alternative or information that may help them make care decisions.

4. Recognize members (and/or their representatives) have the right to choose the final course of action among treatment options.
5. Work with the plan care manager in developing a care plan for members enrolled in High-Risk Care Management.

PROVIDE OFFICIAL NOTICE

Write to us within 10 calendar days if any of the following happen:

1. Bankruptcy or insolvency.
2. Indictment, arrest, felony conviction or any criminal charge related to your practice or profession.
3. Suspension, exclusion, debarment or other sanction from a state or federally funded health care program.
4. Loss or suspension of your license to practice.
5. Departure from your practice for any reason.
6. Closure of practice.

You may use the care provider demographic information update on form for demographic changes or update NPI information for care providers in your office. This form is located at [UHCprovider.com](https://www.uhcprovider.com) > Menu > Find a Care Provider > Care Provider Paper Demographic Information Update Form.

TRANSITION MEMBER CARE FOLLOWING TERMINATION OF YOUR PARTICIPATION

If your network participation ends, you must transition your UnitedHealthcare Community Plan members to timely and useful care. This may include providing services for a reasonable time at our in-network rate. Provider Services is available to help you and our members with the transition.

ARRANGE SUBSTITUTE COVERAGE

If you cannot provide care and must find a substitute, arrange for care from other UnitedHealthcare Community Plan care providers and care professionals.



For the most current listing of network care providers and health care professionals, review our care provider and health care professional directory at [UHCprovider.com](https://www.uhcprovider.com) > Find Dr.

ADMINISTRATIVE TERMINATIONS FOR INACTIVITY

Up-to-date directories help us provide our members with the information they need to take care of their health. To accurately list care providers who treat UnitedHealthcare Community Plan members, we:

1. End agreements with care providers who have not submitted claims for UnitedHealthcare Community Plan members for one year and have voluntarily stopped taking part in our network.
2. Inactivate any tax identification numbers (TINs) with no claims submitted for one year. This is not a termination of the Agreement. Call UnitedHealthcare Community Plan to reactivate a TIN.

CHANGING AN EXISTING TIN OR ADDING A HEALTH CARE PROVIDER

Please complete and email the Care Provider Demographic Information Update Form and your W-9 form to the address listed on the bottom of the form. The W-9 form and the Care Provider Demographic Information Update Form are available at [UHCprovider.com](https://www.uhcprovider.com) > Menu > Find a Care Provider > Care Provider Paper Demographic Information Update Form.

Otherwise, complete detailed information about the change, the effective date of the change and a W-9 on your office letterhead. Email this information to the number on the bottom of the demographic change request form.

UPDATING YOUR PRACTICE OR FACILITY INFORMATION

You can update your practice information through the Provider Data Management application on [UHCprovider.com](https://www.uhcprovider.com). Go to [UHCprovider.com](https://www.uhcprovider.com) > Menu > Find a Care Provider > Care Provider Paper Demographic Information Update Form. Or submit your change by:

- Completing the Provider Demographic Change Form and faxing it to the appropriate number listed on the bottom of the form.
- Calling our Enterprise Voice Portal.

AFTER-HOURS CARE

Life-threatening situations require the immediate services of an emergency room. Urgent care can provide quick after-hours treatment and is right for infections, fever, and symptoms of cold or flu.

If a member calls you after hours asking about urgent care, and you can't fit them in your schedule, refer them to an urgent care center.

PARTICIPATE IN QUALITY INITIATIVES

You must help our quality assessment and improvement activities. You must also follow our clinical guidelines, member safety (risk reduction) efforts and data confidentiality procedures.

UnitedHealthcare Community Plan clinical quality initiatives are based on optimal delivery of health care for particular diseases and conditions. This is determined by United States government agencies and professional specialty societies. See Chapter 10 for more details.

PROVIDE ACCESS TO YOUR RECORDS

You must provide access to any medical, financial or administrative records related to services you provide to UnitedHealthcare Community Plan members within 14 calendar days of our request. We may request you respond sooner for cases involving alleged fraud and abuse, a member grievance/appeal, or a regulatory or accreditation agency requirement. Keep these records for six years or longer if required by applicable statutes or regulations.

PERFORMANCE DATA

You must allow the plan to use care provider performance data.

COMPLY WITH PROTOCOLS

You must comply with UnitedHealthcare Community Plan's and Payer's Protocols, including those contained in this manual.



You may view protocols at [UHCprovider.com](https://www.uhcprovider.com).

OFFICE HOURS

Provide the same office hours of operation to UnitedHealthcare Community Plan members as those offered to commercial members.

PROTECT CONFIDENTIALITY OF MEMBER DATA

UnitedHealthcare Community Plan members have a right to privacy and confidentiality of all health care data. We only give confidential information to business associates and affiliates who need that information to improve our members' health care experience. We require our associates to protect privacy and abide by privacy law. If a member requests specific medical record information, we will refer the member to you. You agree to comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and associated regulations. In addition, you will comply with applicable state laws and regulations.

UnitedHealthcare Community Plan uses member information for treatment, operations and payment. UnitedHealthcare Community Plan has safeguards to stop unintentional disclosure of protected health information (PHI). This includes passwords, screen savers, firewalls and other computer protection. It also includes shredding information with PHI and all confidential conversations. All staff is trained on HIPAA and confidentiality requirements.

FOLLOW MEDICAL RECORD STANDARDS

Please reference Chapter 9 for Medical Record Standards.

INFORM MEMBERS OF ADVANCE DIRECTIVES

The federal Patient Self-determination Act (PSDA) gives patients the legal right to make choices about their medical care before incapacitating illness or injury through an advance directive. Under the federal act, you must provide written information to members on state law about advance treatment directives, about members' right to accept or refuse treatment, and about your own policies regarding advance directives. To comply with this requirement, we inform members of state laws on advance directives through Member Handbooks and other communications.

YOUR AGREEMENT

If you have a concern about your Agreement with us,

send a letter to:

**UnitedHealthcare Community Plan Central
Escalation Unit**

P.O. Box 5032
Kingston, NY, 12402-5032

A representative will work to resolve the issue. If you disagree with the outcome of this discussion, follow the dispute resolution provisions of your Agreement.

If your concern is about a UnitedHealthcare Community Plan procedure, such as the credentialing or care coordination process, we will resolve it by following the procedures in that plan. If you are still dissatisfied, follow the dispute resolution provisions in your Agreement.

If we have a concern about our Agreement with you, we will send you a letter. If the issue can't be resolved this way, please follow the dispute resolution provisions in your Agreement.

If a member asks to appeal a clinical or coverage determination on their behalf, follow the appeal process in the member's benefit contract or handbook. Locate the Member Handbook at UHCCommunityPlan.com.

Also see Chapter 12 of this manual for information on provider claim reconsiderations, appeals and grievances.

NETWORK ADEQUACY STANDARDS

Our network has hospitals, physicians, advanced practice nurses, substance use disorder and behavioral health treatment providers. It also has emergent and non-emergent transportation services, safety net hospitals, and all other care provider types necessary to support capacity to make all services available.

To help ensure that members have timely access to covered health care services, UnitedHealthcare Community Plan ensures its network meets the following time and distance standards. They are measured from the member's residence for adult and pediatric providers separately through geo-access mapping at least annually, at a minimum, as shown in the following table:

Here, “urban” is a non-rural county with around 250 or more people per square mile. This includes 20 counties the North Carolina Rural Economic Development Center notes are “regional cities or suburban counties” or “urban counties.” “Rural” is a county with less than 250 people per square mile. More information is available at ncleg.net.

Physician Health Plan (PHP) Time and Distance Standards			
Reference Number	Service Type	Urban Standard	Rural Standard
1	Primary Care	≥ 2 care providers within 30 minutes or 10 miles for at least 95% of members	≥ 2 care providers within 30 minutes or 30 miles for at least 95% of members
2	Specialty Care	≥ 2 care providers (per specialty type) within 30 minutes or 15 miles for at least 95% of members	≥ 2 care providers (per specialty type) within 60 minutes or 60 miles for at least 95% of members
3	Hospitals	≥ 1 hospitals within 30 minutes or 15 miles for at least 95% of members	≥ 1 hospitals within 30 minutes or 30 miles for at least 95% of members
4	Pharmacies	≥ 2 pharmacies within 30 minutes or 10 miles for at least 95% of members	≥ 2 pharmacies within 30 minutes or 30 miles for at least 95% of members
5	OB/GYN	≥ 2 care providers within 30 minutes or 10 miles for at least 95% of members	≥ 2 care providers within 30 minutes or 30 miles for at least 95% of members
6	Occupational, Physical, or Speech Therapists	≥ 2 care providers within 30 minutes or 10 miles for at least 95% of members	≥ 2 care providers within 30 minutes or 30 miles for at least 95% of members
7	Outpatient Behavioral Health Services	≥ 2 care providers of each outpatient behavioral health service within 30 minutes or 30 miles of residence for at least 95% of members	≥ 2 care providers of each outpatient behavioral health service within 45 minutes or 45 miles of residence for at least 95% of members
8	Location-Based Services (Behavioral Health)	≥ 2 care providers of each service within 30 minutes or 30 miles of residence for at least 95% of members	≥ 2 care providers of each service within 45 minutes or 45 miles of residence for at least 95% of members
9	Crisis Services (Behavioral Health)	≥ 1 care provider of each crisis service within each PHP region	
10	Inpatient Behavioral Health Services	≥ 1 care provider of each inpatient BH service within each region	
11	Partial Hospitalization (Behavioral Health)	≥ 1 care provider of partial hospitalization within 30 minutes or 30 miles for at least 95% of members	≥ 1 care provider of specialized services partial hospitalization within 60 minutes or 60 miles for at least 95% of members

Physician Health Plan (PHP) Time and Distance Standards			
Reference Number	Service Type	Urban Standard	Rural Standard
12	Clinically Managed Low-Intensity Residential Treatment Services (Behavioral Health)	≥ 2 care providers of clinically managed low-intensity residential treatment services within each region	
13	All State Plan LTSS (except nursing facilities)	We have at least 2 LTSS provider types, identified by distinct NPI, accepting new patients available to deliver each state plan LTSS in every county.	We have at least 2 care providers accepting new patients available to deliver each State Plan LTSS in every county; care providers are not required to live in the same county in which they provide services.
14	Nursing Facilities	PHP must have at least 1 nursing facility accepting new patients in every county.	PHP must have at least 1 nursing facility accepting new patients in every county.

Definition of Service Category for Behavioral Health Time and Distance Standards		
Reference Number	Service Type	Definition
1	Outpatient Behavioral Health Services	<ul style="list-style-type: none"> Outpatient behavioral health services provided by direct-enrolled providers (adults and children)
2	Location-Based Services (Behavioral Health)	<ul style="list-style-type: none"> Psychosocial rehabilitation (adult) SA Comprehensive Outpatient (adult) SA Intensive Outpatient Program (adults and children) Opioid treatment (adult)
3	Crisis Services (Behavioral Health)	<ul style="list-style-type: none"> Adult facility-based crisis Child facility-based crisis Non-hospital medical detoxification (adult) Ambulatory withdrawal management with extended on-site monitoring Medically supervised or alcohol drug abuse treatment center (ADATC) detoxification crisis stabilization (adult) Clinically managed residential withdrawal management

Definition of Service Category for Behavioral Health Time and Distance Standards		
Reference Number	Service Type	Definition
4	Inpatient Behavioral Health Services	<p><i>Inpatient Hospital - Adult</i></p> <ul style="list-style-type: none"> • Acute care hospitals with adult inpatient psychiatric beds • Other hospitals with adult inpatient psychiatric beds • Acute care hospitals with adult inpatient substance use beds • Other hospitals with adult inpatient substance use beds <p><i>Inpatient Hospital - Adolescent/Children</i></p> <ul style="list-style-type: none"> • Acute care hospitals with adolescent inpatient psychiatric beds • Other hospitals with adolescent inpatient psychiatric beds • Acute care hospitals with adolescent inpatient substance use beds • Other hospitals with adolescent inpatient substance use beds • Acute care hospitals with child inpatient psychiatric beds • Other hospitals with child inpatient psychiatric beds
5	Partial Hospitalization (Behavioral Health)	<ul style="list-style-type: none"> • Partial hospitalization (adults and children)
6	Clinically Managed Low-Intensity Residential Treatment Services (Behavioral Health)	<ul style="list-style-type: none"> • Clinically managed low-intensity residential treatment services

Appointment Standards (North Carolina DHHS Access and Availability Standards)

Comply with the following appointment availability standards:

Appointment Wait Time Standards			
Reference Number	Visit Type	Description	Standard
<i>Primary Care</i>			
1	Preventive Care Services: adult, members 21 years and older	Care provided to prevent illness or injury; examples include, but are not limited to, routine physical examinations, immunizations, mammograms and pap smears	Within 30 calendar days
1a	Specialty Preventive Care Service: pediatric, members 20 years and younger		Within 14 calendar days for members younger than 6 months old Within 30 calendar days for members 6 months and older.
2	Urgent Care Services	Care provided for a non-emergent illness or injury with acute symptoms that require immediate care; examples include sprains, flu symptoms, minor cuts and wounds, sudden onset of stomach pain and severe, non-resolving headache	Within 24 hours
3	Routine/Check-up without Symptoms	Non-symptomatic visits for routine health check-up	Within 30 calendar days
4	After-Hours Access – Emergent and Urgent	Care requested after normal business office hours	Immediately (24 hours a day, 365 days a year)
<i>Prenatal Care</i>			
5	Initial Appointment – First or Second Trimester	Care provided to a member while they are pregnant to help keep member and future baby healthy, such as checkups and prenatal testing	Within 14 calendar days
5a	Initial Appointment – High-Risk Pregnancy or Third Trimester		Within 5 calendar days

Appointment Wait Time Standards			
Reference Number	Visit Type	Description	Standard
<i>Specialty Care</i>			
6	Urgent Care Services	Care provided for a non emergent illness or injury with acute symptoms that require immediate care; examples include sprains, flu symptoms, minor cuts and wounds, sudden onset of stomach pain and severe, non-resolving headache	Within 24 hours
7	Routine/Check-up without Symptoms	Non-symptomatic visits for health check	Within 30 calendar days
8	After-Hours Access – Emergent and Urgent Instructions	Care requested after normal business office hours	Immediately (available 24 hours a day, 365 days a year)
<i>Behavioral Health Care</i>			
9	Mobile Crisis Management Services		Within 30 minutes
10	Urgent Care Services for Mental Health		Within 24 hours
11	Urgent Care Services for SUDs		Within 24 hours
12	Routine Services for Mental Health		Within 14 calendar days
13	Routine Services for SUDs		Within 14 calendar days
14	Emergency Services for Mental Health		Immediately (available 24 hours a day, 365 days a year)
15	Emergency Services for SUDs		Immediately (24 hours a day, 365 days a year)

Care Provider Directory

You must tell us, within five business days, if there are any changes to your ability to accept new patients. If a member, or potential member, contacts you, and you are no longer accepting new patients, report any Provider Directory error. Ask the potential new patient to contact UnitedHealthcare Community Plan for help finding a care provider.

We are required to contact all participating care providers every year and independent physicians every six months. We require you to confirm your information is correct or provide us with changes.

If we do not hear from you within 30 business days, we have 15 more business days to contact you. If we are unsuccessful, we notify you that if do not respond, we will remove you from our care provider directory after 10 business days.

If we receive notification the provider directory information is wrong, you may be subject to corrective action.

In addition to outreach for annual or bi-annual attestations, we must reach out if we receive a report of incorrect provider information. We are required to confirm your information.

To help ensure we have your most current provider directory information, submit changes to:

For Delegated providers, email your changes to Pacific_DelProv@uhc.com or delprov@uhc.com.

For Non-delegated providers, visit UHCprovider.com for the Provider Demographic Change Submission Form and further instructions.

PROVIDER ATTESTATION

Confirm your provider data every quarter through [Link](#) or by calling Provider Services. If you have received the upgraded My Practice Profile and have editing rights, access Link's My Practice Profile App to make many of the updates required in this section.

Prior Authorization Request

We may provide coverage if the service or medication is deemed medically necessary or meets specific requirements provided in the benefit plan.

Take the following steps before providing medical services and/or medication to UnitedHealthcare Community Plan members:

- Verify eligibility using Link at UHCprovider.com/eligibility or by calling Provider Services. Not doing so may result in claim denial.
- Check the member's ID card each time they visit. Verify against photo identification if this is your office practice.
- Get prior authorization from Link:
 1. To access the Prior Authorization app, go to UHCprovider.com, then click **Link**.
 2. Select the **Prior Authorization and Notification app** on Link.
 3. View notification requirements.

Identify and bill other insurance carriers when appropriate.

If you have questions, please call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 3, 7 a.m. – 9 p.m. Eastern Time, Monday through Friday.

Timeliness Standards for Notifying Members of Test Results

After receiving results, notify members within:

- Urgent: 24 hours
- Non-urgent: 10 business days

Requirements for PCP and Specialists Serving in PCP Role

SPECIALISTS INCLUDE INTERNAL MEDICINE, PEDIATRICS, OR OBSTETRICIAN/GYNECOLOGY

PCPs are an important partner in care delivery, and NC DHHS members may seek services from any participating care provider. The NC DHHS program requires members be assigned to PCPs. They may then choose their own network PCP. If they do not, we will auto-assign them a PCP. We encourage members to develop a relationship with a PCP who can maintain all their medical records and provide overall medical management. These relationships help coordinate care and provide the member a “medical home.”

The PCP acts as a case manager in the UnitedHealthcare Community Plan system by improving health care delivery in access, coordination, continuity and prevention. As such, the PCP manages initial and basic care to adult members and pediatric members, makes recommendations for specialty and ancillary care, and coordinates all primary care services.

The following care provider types may serve as PCPs:

- Allopathic and osteopathic physicians.
- Group physicians.
- Physician assistants and advanced practice nursing providers.
- Ambulatory health care facilities.

Find information about classification at nctracks.nc.gov.



For information about becoming certified as an advanced medical home, go to files.nc.gov.

We ask members who don't select a PCP during enrollment to select one. We may auto-assign a PCP to complete the enrollment process.

You may print a monthly PCP Panel Roster by visiting UHCprovider.com.

Sign in to UHCprovider.com > select the UnitedHealthcare Online application on Link > select **Reports** from the **Tools & Resources**. From the Report Search page, select the **Report Type** (PCP Panel Roster) from the pull-down menu > complete additional fields as required > click on the available report you want to view.

The PCP Panel Roster provides a list of UnitedHealthcare Community Plan members currently assigned to a care provider.

Females have direct access (without a referral or authorization) to any OB/GYNs, midwives, physician assistants, or nurse practitioners for women's health care services and any non-women's health care issues discovered and treated in the course of receiving women's health care services. This includes access to ancillary services ordered by women's health care providers (lab, radiology, etc.) in the same way these services would be ordered by a PCP.

UnitedHealthcare Community Plan works with members and care providers to help ensure all members understand, support, and benefit from the primary care case management system. The coverage includes availability of 24 hours a day, seven days a week. During non-office hours, access by phone to a live voice (i.e., an answering service, care provider on-call, hospital switchboard, PCP's nurse triage) will immediately page an on-call medical professional so referrals can be made for non-emergency services. **Recorded messages are not acceptable.**

Consult with other appropriate health care professionals to develop individualized treatment plans for members with special health care needs.

- Use lists supplied by the UnitedHealthcare Community Plan identifying members who appear to be due preventive health procedures or testing.

- Submit all accurately coded claims or encounters timely.
- Provide all well-baby/well-child services. This includes completing and submitting the North Carolina Pregnancy Risk Screening Form on UHCprovider.com.
- Coordinate each member's overall course of care.
- Accept UnitedHealthcare Community Plan members at your primary office location at least 20 hours a week for a one MD practice and at least 30 hours per week for a two or more MD practice. Regardless on the number of MDs in a practice, if it has attested to a tier 3 status, it must have at least 30 open office hours to see patients.
- Be available to members by phone any time.
- Tell members about appropriate use of emergency services.
- Discuss available treatment options with members.

Responsibilities of PCPs and Specialists Serving in PCP Role

In addition to meeting the requirements for all care providers, PCPs must:

- Offer office visits on a timely basis, based on the standards outlined in the Timeliness Standards for Appointment Scheduling section of this guide.
- Conduct a baseline exam during the member's first appointment.
- Treat members' general health care needs. Use nationally recognized clinical practice guidelines.
- Refer services requiring prior authorization to the Prior Authorization Department, UnitedHealthcare Community Plan Clinical, or Pharmacy Department as appropriate.
- Admit members to the hospital when necessary. Coordinate their medical and behavioral care while

they are hospitalized.

- Respect members' advance directives. Document in a prominent place in the medical record whether or not a member has an advance directive form.
 - Provide covered benefits consistently with professionally recognized standards of health care and based on our standards. Document procedures for monitoring members' missed appointments as well as outreach attempts to reschedule missed appointments.
 - Transfer medical records upon request. Provide copies of medical records to members upon request at no charge.
 - Allow timely access to member medical records per contract requirements. Purposes include medical record keeping audits, HEDIS or other quality measure reporting, and quality of care investigations. Such access does not violate HIPAA.
 - Maintain a clean and structurally sound office that meets applicable Occupational Safety and Health Administration (OSHA) and Americans with Disabilities (ADA) standards.
 - Complying with the North Carolina DHHS Access and Availability standards for scheduling emergency, urgent care and routine visits. Appointment standards are covered in Chapter 2 of this manual.

Rural Health Clinic, Federally Qualified Health Center or Primary Care Clinic

Members may choose a care provider who meets the PCP requirements and performs PCP-type services within a RHC or FQHC as their PCP.

- **Rural Health Clinic:** The RHC program helps increase access to primary care services for Medicaid and Medicare members in rural communities. RHCs can be public, nonprofit or for-profit health care facilities. They must be located in rural, underserved areas.

- **Federally Qualified Health Center:** An FQHC is a center or clinic that provides primary care and other services. These services include:
 - Preventive (wellness) health services from a care provider, physician assistant, nurse practitioner and/or social worker.
 - Mental health services.
 - Immunizations (shots).
 - Home nurse visits.
- **Primary Care Clinic:** A PCC is a medical facility focusing on the initial treatment of medical ailments. In most cases, the conditions seen at the clinic are not serious or life threatening. If a condition is discovered at a PCC that may be dangerous, the PCC may refer the member to a specialist. Doctors at these clinics are usually internists, family physicians and pediatricians.

Primary Care Provider Checklist

Take the following steps when providing services to UnitedHealthcare Community Plan members:

- Verify eligibility using Link at UHCprovider.com/eligibility or by calling Provider Services.
- Verify member identity with photo identification, if this is your office practice.
- Get prior authorization from UnitedHealthcare Community Plan, if required. Visit UHCprovider.com/priorauth to locate and view the current prior authorization information and notification requirements.
- Refer to UnitedHealthcare Community Plan participating specialists unless we authorize otherwise.
- Identify and bill other insurance carriers when appropriate.
- Bill all services provided to a UnitedHealthcare Community Plan member either electronically or on a CMS 1500 claim form. See Chapter 11 for more information on submitting forms.

Specialist Care Providers Responsibilities

In addition to applicable requirements for all care providers, specialists must:

- Contact the PCP to coordinate the care/services.
- Provide specialty care medical services to UnitedHealthcare Community Plan members recommended by their PCP or who self-refer.
- Verify the eligibility of the member before providing covered specialty care services.
- Provide only those covered specialty care services, unless otherwise authorized.
- Provide the PCP copies of all medical data, reports and discharge summaries resulting from the specialist's care.
- Note all findings and recommendations in the member's medical record. Share this information in writing with the PCP.
- Maintain staff privileges at one UnitedHealthcare Community Plan participating hospital at a minimum.
- Report infectious diseases, lead toxicity and other conditions as required by state and local laws.
- Comply with the North Carolina DHHS Access and Availability standards for scheduling routine visits. Appointment standards are covered in Chapter 2 of this manual.
- Provide anytime coverage. UnitedHealthcare Community Plan tracks and follows up on all instances of PCP or obstetrician unavailability.

Specialists may use medical residents in all specialty care settings under the supervision of fully credentialed UnitedHealthcare Community Plan specialty attending care providers.

UnitedHealthcare Community Plan also conducts periodic access surveys to monitor for after-hours access. PCPs and obstetricians serving in the PCP role must take part in all survey-related activities.

Prenatal Care Responsibilities

Pregnant UnitedHealthcare Community Plan members should only receive care from UnitedHealthcare Community Plan participating providers.



Notify UnitedHealthcare Community Plan as soon as a member confirms pregnancy. This helps ensure appropriate follow-up and coordination by the LHD case manager.

If you have questions regarding case management, call the county Local Public Health Office.

PREGNANCY RISK SCREENING FORMS

At the initial and subsequent prenatal and post-partum visits, use the standardized Pregnancy Risk Screening Form provided by the state of North Carolina DPH. Fax the completed form to the LHD in the county where the member resides and is being referred to. Also fax the Pregnancy Risk Screening Form to UnitedHealthcare Community Plan at **877-353-6913**.

REFERRALS TO CARE MANAGEMENT FOR HIGH-RISK PREGNANCY (CMHRP)

- Complete a high-risk screening on each pregnant Medicaid member at each visit.
- Work with the LHD case manager on care plan/treatment plan development.
- Help ensure a post-partum visit occurs within 56 days of delivery.

LOCAL HEALTH DEPARTMENTS - CMHRP

LHDs provide care management to pregnant Medicaid beneficiaries identified as high risk of a poor birth outcome. The care management model involves education, support, links to other services, high-risk behavior management and response to social determinants of health that may affect birth outcomes. Women identified as having a high-risk pregnancy are assigned a pregnancy care manager to coordinate their care and services through the end of the post-partum period.

Ancillary Care Provider Responsibilities

Ancillary care providers include freestanding radiology, freestanding clinical labs, home health, hospice, dialysis, durable medical equipment, infusion care, therapy, ambulatory surgery centers, freestanding sleep centers and other non-care providers. PCPs and specialist care providers must use the UnitedHealthcare Community Plan ancillary network.

UnitedHealthcare Community Plan participating ancillary providers should maintain sufficient facilities, equipment, and personnel to provide timely access to medically necessary covered services.

Ancillary Care Provider Checklist

Take the following steps when providing services to UnitedHealthcare Community Plan members:

- Verify the member's enrollment before rendering services. Go to Link at UHCprovider.com or contact [Provider Services](#). Failure to verify member enrollment and assignment may result in claim denial.
- Check the member's ID card each time the member has services. Verify against photo ID if this is your office practice.
- Get prior authorization from UnitedHealthcare Community Plan, if required. Visit UHCprovider.com/priorauth.
- Identify and bill other insurance carriers, when appropriate.

Chapter 3: Care Provider Office Procedures and Member Benefits

Assignment to PCP Panel Roster

Once a member either chooses or is assigned an Advanced Medical Home (AMH)/PCP, view the panel rosters electronically on the [UHCprovider.com](https://uhcprovider.com) application on Link. The portal requires a unique user name and password combination to gain access.

Each month, PCP panel size is monitored by reviewing PCP to member ratio reports. When a PCP's panel approaches the max limit, we remove it from auto-assignment. The state requires PCPs to send notice when their panels reach 85% capacity. To update the PCP panel limits, send a written request.

Sign in to [UHCprovider.com](https://uhcprovider.com) > select Link > select the UnitedHealthcare Online application on Link > select Reports from the Tools & Resources. From the Report Search page, select the Report Type (PCP Panel Roster) from the pull-down menu > complete additional fields as required > click on the report you want to view.

Auto-assigning an AMH/PCP

When member don't choose a AMH/PCP during enrollment with us, we auto-assign them within 24 hours of the effective date. We base these assignments on the following items in this order:

1. Prior AMH/PCP.
2. Member claims history.
3. Family member's AMH/PCP assignment.
4. Family member's claims history.
5. Geographic proximity.
6. Special medical needs.

7. Language/cultural preference.

Changing a PCP

Members may change their assigned PCP with cause at any time. The Department defines cause as the care provider not appropriately doing the following:

- Providing primary care services.
- Arranging inpatient care, consultations with specialists, or laboratory or radiological services when reasonable necessary.
- Arranging for consultation appointments.
- Coordinating and interpreting any consultation findings with an emphasis on continuity of medical care.
- Arranging for services with qualified licensed or certified care providers.
- Coordinating the member's overall medical care, such as periodic immunizations and diagnosis and treatment of any illness or injury.

Cause also includes:

- The member disagreeing with the treatment plan.
- The member and care provider cannot communicate due to a language barrier.
- The care provider cannot reasonably accommodate the member's special needs.
- The care provider's practice changes, such as:
 - The care provider moves to a location that isn't convenient for the member.
 - There is a significant change in the hours the care provider is available, and the member can't reasonably make appointments during the new hours.
 - The care provider no longer has hospital access.

- The member and care provider agree that a change is in the member’s best interest.
- The care provider leaves the network.

Members may change their assigned PCP twice per year without cause. They can make the request once within the first 30 days from receipt of notification of their AMH assignment. Then they can request a change again in the next year. To do so, they must call [Member Services](#). The change is effective on the first day of the following month.

Deductibles/Copayments

Members are charged copayments as follows.

North Carolina Cost Sharing		
Income Level	Service	Copay
Medicaid		
All Medicaid beneficiaries	Physicians	\$3/visit
	Outpatient services	\$3/visit
	Podiatrists	\$3/visit
	Generic and Brand Prescriptions	\$3/script
	Chiropractic	\$2/visit
	Optical Services/Supplies	\$2/visit
	Optometrists	\$3/visit
	Non-emergency ER visit	\$3/visit
North Carolina Health Choice (NCHC)		
NCHC beneficiaries with family income < 159% federal poverty level (FPL)	Office visits	\$0/visit
	Generic Prescription	\$1/script
	Brand prescription (when no generic available)	\$1/script
	Brand prescription (when generic available)	\$3/script
	Over-the-counter medications	\$1/script
	Non-emergency ER visit	\$10/visit

North Carolina Cost Sharing		
Income Level	Service	Copay
NCHC beneficiaries with family income > 159% and < 211% FPL	Office visit	\$5/visit
	Outpatient hospital	\$5/visit
	Generic prescription copay	\$1/script
	Brand prescription (when no generic available)	\$1/script
	Brand prescription (when generic available)	\$10/script
	Over-the-counter medications	\$1/script
	Non-emergency ER visit	\$25/visit

MEDICAID COST-SHARING EXCLUSIONS

Medicaid cost-sharing does not apply to certain member populations:

- Children younger than 21 years.
- Pregnant women.
- Individuals receiving hospice care.
- Federally recognized American Indians/Alaska Natives.
- BCCCP beneficiaries.
- Foster children.
- Disabled children under Family Opportunity Act.
- Members whose medical cost assistance for services furnished in an institution (other than personal needs) is reduced based on income.

HEALTH CHOICE COST-SHARING EXCLUSIONS:

North Carolina Health Choice cost-sharing does not apply to members of federally recognized American Indian tribes/Alaska Natives.

Medically Necessary Service

UnitedHealthcare Community Plan only pays for medically necessary services.

MEDICALLY NECESSARY DEFINITION

Medically necessary health care services or supplies are medically appropriate and:


- Necessary to meet members' basic health needs.
- Cost-efficient and appropriate for the covered services.

Member Assignment

ASSIGNMENT TO UNITEDHEALTHCARE COMMUNITY PLAN

North Carolina DHHS assigns eligible members to UnitedHealthcare Community Plan daily. We manage the member's care on the date the member is enrolled until the member is disenrolled from UnitedHealthcare Community Plan. North Carolina DHHS makes disenrollment decisions, not UnitedHealthcare Community Plan. Disenrollment usually takes effect at month's end, but at times may occur mid-month.

At enrollment time, each member receives a welcome packet that includes a copy of the UnitedHealthcare Community Plan Member Handbook. The handbook explains the member's health care rights and responsibilities through UnitedHealthcare Community Plan.

 Obtain copies of the Member Handbook online by contacting [Provider Services](#).

IMMEDIATE ENROLLMENT CHANGES

Immediate enrollment into managed care means the responsible payer for members, including newborns, may change from Fee for Service (FFS) to Medicaid Managed Care during hospitalization. To avoid delays in claims processing and payment, have the payer assignment of newborns checked daily.

 Get eligibility information by calling the [Medicaid Inquiry line](#).

UNBORN ENROLLMENT CHANGES


Encourage your members to notify the North Carolina DHHS when they know they are expecting. DHHS notifies us daily of an unborn when North Carolina Medicaid learns a member is expecting. UnitedHealthcare Community Plan or you may use the online change report through the North Carolina website to report the baby's birth. With that information, DHHS verifies the birth through the mother. UnitedHealthcare Community Plan's and/or the care provider's information is taken as a lead. To help speed up the process, the mother should notify DHHS when the baby is born.

 Members may call [North Carolina](#).

Newborns may get UnitedHealthcare Community Plan-covered health services beginning on their date of birth. Check eligibility daily until the mother has enrolled her baby in a managed care plan.

PCP SELECTION

Although unborn children cannot be enrolled with us until birth, ask members to select and contact a PCP for their baby prior to delivery. This helps avoid the delays and confusion that can occur with deferred PCP selections.

 UnitedHealthcare Community Plan Members can go to myuhc.com/communityplan to look up a care provider.

Member Eligibility

UnitedHealthcare Community Plan serves members enrolled with North Carolina DHHS, North Carolina's Medicaid program. The DHHS determines program eligibility. An individual who becomes eligible for the North Carolina DHHS program either chooses or is assigned to one of the North Carolina DHHS-contracted health plans.

Member ID Card

Check the member's ID card at each visit, and copy both sides for your files. Verify the identity of the person presenting the ID card against some form of photo ID, such as a driver's license, if this is your office practice.



If a fraud, waste and abuse event arises from a care provider or a member, notify UnitedHealthcare Community Plan in writing, as discussed in Chapter 12 of this manual. Or you may call the **Fraud, Waste, and Abuse Hotline**.

The member's ID card also shows the PCP assignment on the front of the card. If a member does not bring their card, call Provider Services. Also document the call in the member's chart.

MEMBER IDENTIFICATION NUMBERS

Each member receives a North Carolina DHHS Medicaid member identification number. Use this number to communicate with UnitedHealthcare Community Plan about a specific subscriber/member.

PCP-Initiated Transfers

A PCP may transfer a UnitedHealthcare Community Plan member if they can't start or maintain a professional relationship or if the member is non-compliant. The PCP must provide care for the member until a transfer is complete.

- To transfer the member, call **Provider Services** or mail with the specific events documentation. Documentation includes the dates of failed appointments or a detailed account of reasons for termination request, member name, date of birth, Medicaid number, current address, current phone number and the care provider's name.

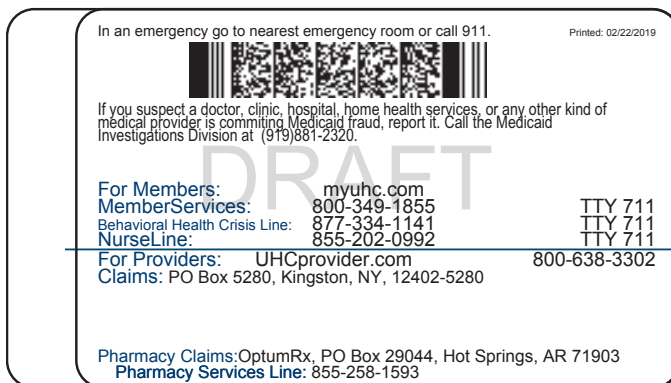
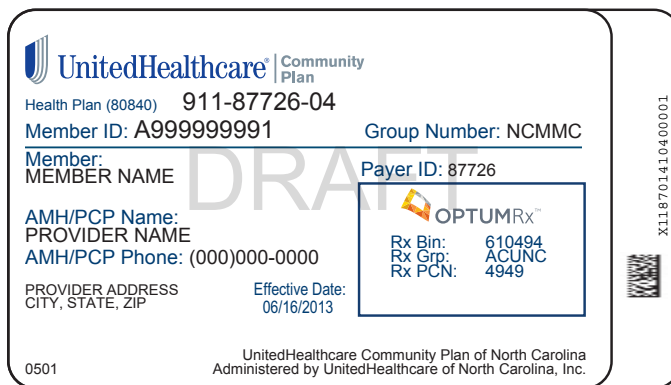
Mailing address:

UnitedHealthcare Community Plan
3803 N Elm St
Greensboro, NC 27455

- UnitedHealthcare Community Plan prepares a summary within 10 business days of the request. We try to contact the member and resolve the issue to develop a satisfactory PCP-member relationship.
- If the member and UnitedHealthcare Community Plan cannot resolve the PCP member issue, we work with the member to find another PCP. We refer the member to care management, if necessary.
- If UnitedHealthcare Community Plan cannot reach the member by phone, the health plan sends a letter (and a copy to the PCP) stating they have five

business days to contact us to select a new PCP. If they do not choose a PCP, we will choose one for them. A new ID card will be sent to the member with the new PCP information.

Sample Health Member ID Card



Verifying Member Enrollment

Verify member eligibility prior to providing services. Determine eligibility in the following ways:

- Provider Portal: access the Link portal through **UHCprovider.com/eligibility**
- Provider Services** is available from 8 a.m. – 6 p.m. Eastern Time, Monday through Saturday.

Benefit Information

Benefit information is listed in the following chart. Click UHCprovider.com > Menu > Health Plans by State > North Carolina > Community Plan/Medicaid > Member Information to view member benefit coverage information. Members may visit UHCCommunityPlan.com/NC.

Benefit Type	Coverage		Comments
	Medicaid	Health Choice	
Inpatient Hospital Services	Yes	Yes	Swing bed hospitals, critical access hospitals, inpatient rehabilitation, specialty hospitals
Outpatient Hospital Services	Yes	Yes	Preventive, diagnostic, therapeutic, rehabilitative or palliative services directed by a dentist are carved out to the Fee-For-Service (FFS) program
EPSDT Services No Copays	Yes	No	Any medically necessary services regardless of whether it is covered under the NC Medicaid State Plan. Vaccines are covered under the VFC program. We cover the administration of the vaccine
Nursing Facility Services	Yes	Yes	Services must be furnished under the direct supervision of licensed nursing personnel and under the general direction of a physician. After 90 consecutive days in the facility, a member will be disenrolled from managed care and placed into the FFS program
Home Health Services	Yes	Yes	Skilled nursing, physical therapy, occupational therapy, speech therapy, home health aide services and medical supplies
Physician Services No copay for well child check ups	Yes	Yes	Vaccines for CHIP are not covered through the VFC program. We cover both the vaccine and the administration
Abortion Coverage	Yes	Yes	Covered with physician certification of life endangering conditions or the result of incest or rape
RHC/FQHC Services	Yes	Yes	Core service: physician services, physician assistants, nurse practitioners, nurse midwives, clinical psychologists and clinical social workers
Telemedicine	Yes	Yes	Medical and psychiatric services
Lab and X-Ray Services	Yes	Yes	Some services require authorization through EviCore
Family Planning Services	Yes	Yes	Preventing pregnancy or arranging care for pregnant members
Freestanding Birthing Centers	Yes	No	Allowed only for vaginal deliveries

Benefit Type	Coverage		Comments
	Medicaid	Health Choice	
Non-Emergent Transportation Services	Yes	No	Covered through National MedTrans
Ambulance Services	Yes	Yes	Ground and air transport
Tobacco Cessation	Yes	No	Counseling and pharmacotherapy covered for pregnant women only
Prescription Drug Coverage	Yes	Yes	State PDL is followed – Diabetic testing and supplies are required to be covered through the pharmacy program.
Physical therapy/ Occupational therapy/ Speech therapy	Yes	Yes	Physical or other therapy to help members maintain their health.
Adult Immunization Services	Yes	No	Only vaccines approved by the Advisory Committee on Immunization Practices
Podiatry Services	Yes	Yes	Excluded from services are amputation of the entire foot, administration of anesthetic other than a local and the surgical correction of clubfoot for an infant 2 years of age or younger
Optometry Services	Yes	Yes	Services covered through March Vision
Chiropractic Services	Yes	Yes	Limited to manual manipulation only
Private Duty Nursing	Yes	No	Personal care services, skilled nursing visits or home health aides are not reimbursable during the same hours of the day as a PDN.
Personal Care Services	Yes	No	Services include assistance with ADLs and light housekeeping duties
Hospice Services	Yes	Yes	End of life care
Durable Medical Equipment	Yes	Yes	Includes purchase, rentals, repairs, oxygen and related equipment, enteral nutrition and equipment
Prosthetics, orthotics and supplies	Yes	Yes	Supplies needed to help members take part in the community.
Home Infusion Therapy	Yes	Yes	Infusions administered by a health care professional at home
Individuals 65 or older in an institution for mental disease	Yes	No	Continuous treatment with acute psychiatric or substance abuse problems
ICF/IID Coverage	Yes	No	Intermediate care facility for individuals with intellectual disabilities
Inpatient Psychiatric Services	Yes	Yes	Individuals younger than 21 years
Transplant and related services	Yes	Yes	Stem cell and solid organ transplants
Allergy Testing	Yes	Yes	Exams, testing and supplies are covered
Dietary Evaluation and Counseling	Yes	Yes	Support and treatment to reach a healthy weight. 13-week voucher for Weight Watchers

Benefit Type	Coverage		Comments
	Medicaid	Health Choice	
Hearing Aids	Yes	Yes	Hearing aids and batteries
Obstetrics and Gynecology	Yes	No	Hysterectomy and sterilization
Dental Services	No	No	Benefit is covered under the FFS program *Exception are codes D0145 and D1206 submitted by physicians for the Fluoride Varnish Program

Services Not Covered by UnitedHealthcare Community Plan

The following services are not included in our program:

- Any health care not given by a doctor from our list (except emergency treatment)
- Any care covered by Medicaid but not through managed care:
 - Children younger than 21 years — eyeglasses, eyeglass lenses, ophthalmic frames and fittings are covered under the fee-for-service program.
 - Long-term care services in a nursing home.
 - Nursing facility services.
 - Intermediate care facilities for members with mental handicap.
 - Home- and community-based waiver services.
 - Dental services, except for emergency services. Prior authorization may be required.
 - Residential inpatient hospice services.
- Mental health and substance abuse care. This service is covered by United Behavioral Health.
- Phones and TVs used when in the hospital.
- Personal comfort items used in the hospital such as a barber.
- Contact lenses, unless used to treat eye disease.
- Sunglasses and photo-gray lenses.
- Ambulances, unless medically necessary.
- Infertility services.

UnitedHealthcare Dual Complete (HMO SNP)

For information about UnitedHealthcare Dual Complete, please see Chapter 4 of the Administrative Guide for Commercial, Medicare Advantage and DSNP. For state-specific information, go to UHCprovider.com > Menu > [Health Plans by State](#).

Chapter 4: Medical Management

Medical management improves the quality and outcome of health care delivery. We offer the following services as part of our medical management process.

Ambulance Services

AIR AMBULANCE

Air ambulance is covered only when the services are medically necessary and transportation by ground ambulance is not available. It is also only covered when:

- Great distances or other obstacles keep members from reaching the destination.
- Immediate admission is needed.
- The pickup point is inaccessible by land.

EMERGENCY AMBULANCE TRANSPORTATION

An emergency is a serious, sudden medical or behavioral condition that may include severe pain. Without immediate attention, the affected person could suffer major:

- Injury to their overall health.
- Impairment to bodily functions.
- Dysfunction of a bodily organ or part.

Emergency transports (in- and out-of-network) are covered. They do not require an authorization.

Bill ambulance transport as a non-emergency transport when it doesn't meet the definition of an emergency transport. This includes all scheduled runs and transports to nursing facilities or the member's residence.

NON-EMERGENT AMBULANCE TRANSPORTATION

UnitedHealthcare Community Plan members may get non-emergent transportation services through National MedTrans for covered services. Covered transportation includes public transportation, taxis, van, wheelchair

vans, mini-bus, mountain area transports, or other transportation systems and non-medically necessary ambulance transportation. Members may get non-emergent ambulance transportation when:

- They are bed-confined before, during and after transport; and
- The services cannot be provided at their home (including a nursing facility or ICF/MR).

Bus transportation will also be available if the member:

- Lives less than half a mile from the bus stop.
- Has an appointment less than half a mile from the bus stop.

We also have a mileage reimbursement program for qualifying members. It includes enrollment forms and trip logs so that pre-approved friends or family members can drive members to appointments and be reimbursed for the mileage. We use audits and controls to avoid fraud, waste, or abuse.

Value-added non-emergent transportation services include round-trip transportation for employment-related transportation. This means members may get up to three round trips or six one-way ground trips per calendar year and up to 100 miles one way for in-state job interviews, certifications and licensure, job and career training, backup transportation to jobs and other employment-related activities. A small copayment will apply to these trips.



For non-urgent appointments, members must call **Member Services** for transportation at least two days before their appointment.

To arrange member transportation for non-emergency ambulance trips, such as when a member is discharged from the hospital, call National MedTrans at **833-586-5371**. Our discharge call agents will help ensure the trip meets UnitedHealthcare Community Plan guidelines. National MedTrans will coordinate the trip with a contracted transportation provider.

Care Coordination/ Health Education

Our care coordination program is led by our qualified, full-time care coordinators. You are encouraged to collaborate with us to ensure care coordination services are provided to members. This program is a proactive approach to help members manage specific conditions and support them as they take responsibility for their health.

The program goals are to:

- Provide members with information to manage their condition and live a healthy lifestyle.
- Improve the quality of care, quality of life and health outcomes of members.
- Help members understand and take part in their care and stick to treatment plans, including medications and self-monitoring.
- Lower unnecessary hospital admissions and ER visits.
- Promote care coordination by working with care providers to improve member outcomes.
- Prevent disease progression and illnesses related to poorly managed diseases.
- Support member empowerment and informed decision making.
- Effectively manage their conditions, including depression, cognitive deficits, physical limitations, health behaviors and psychosocial issues.

Our program makes available population-based, condition-specific health education materials, websites, mobile apps and newsletters that include recommended routine appointment frequency, necessary testing, monitoring and self-care. We send health education materials, based upon evidence-based guidelines or standards of care, to members that address topics that help members manage their condition. The case manager works with the member to identify educational opportunities and monitors the member's progress toward managing the targeted condition.

Programs are based upon the findings from our Health Education, Cultural and Linguistic Group Needs Assessment (GNA) and identify the health education, cultural and linguistic needs.

Care Management Programs

We support the North Carolina philosophy of local care management delivered by a multidisciplinary care team for all members who need this help. Using a data-based approach, we identify members with the following needs for our programs:

- Long-term services and supports (LTSS).
- Special health care needs, including high-risk pregnant women and at-risk children.
- High unmet resource needs related to social determinants of health.
- Unusual utilization patterns.
- Complex co-morbidities.

Individual care providers and community organizations may refer members to any of the following care management programs. Members may also self-refer.

ADVANCED MEDICAL HOMES

The Advanced Medical Home (AMH) model consists of care provider practices that offer primary care services as well as other subspecialty services. AMH practices that are ready to take on the responsibility of care management are designated as Tier 3 practices. These practices may develop their own care management capabilities in-house. Or they may decide to partner with clinically integrated networks (CIN) to share responsibility for these functions. For AMH practices not yet ready to perform care management for members independently, we are responsible for care management for the members within those practices. All care management members will receive screening, assessment, individualized care planning, follow-up and transitional care assistance.

LONG-TERM SERVICES AND SUPPORTS

The LTSS model has medical and non-medical programs that help members with chronic illnesses or disabilities maintain their health and remain in the home environment. We provide local care management for the vulnerable members who use LTSS and prioritize their engagement and outreach. We conduct comprehensive needs and health risk assessments for these LTSS members to help ensure gaps in care are addressed through patient-centered care plans. Transitional care is also part of the program.

CARE MANAGEMENT FOR AT-RISK CHILDREN

We work closely with LHDs that provide specialized care management services for at-risk children. We identify at-risk children and these members are referred to LHDs for further care management.

PREGNANCY MANAGEMENT PROGRAM AND CASE MANAGEMENT FOR HIGH-RISK PREGNANCY

The Pregnancy Management Program (PMP) and Case Management for High-Risk Pregnancy (CMHRP) are specialized maternity programs that help members who are:

- Pregnant.
- Experiencing an uncomplicated pregnancy.
- Dealing with other medical, behavioral, and social risks.

They help improve birth outcomes and lower NICU admissions by managing prenatal and post-partum care needs of pregnant members. Care management staff are board-certified in maternal and neonatal medicine.

Pregnant Medicaid beneficiaries may also be referred to LHDs for care management when they have a high risk of a poor birth outcome. The care management model has education, support, linkages to other services. It also helps manage high-risk behavior and responds to social determinants of health that may affect birth outcomes. Women identified as having a high-risk pregnancy are assigned a pregnancy care manager to coordinate their care through the end of the post-partum period.

See the Maternity section of this chapter for more care management programs available to pregnant members.

Durable Medical Equipment

Durable medical equipment (DME) is equipment that provides therapeutic benefits to a member because of certain medical conditions and/or illnesses. DME consists of items which are:

- Primarily used to serve a medical purpose.
- Not useful to a person in the absence of illness, disability, or injury.
- Ordered or prescribed by a care provider.
- Reusable.

- Repeatedly used.
- Appropriate for home use.
- Determined to be medically necessary.

DME may be covered when all the following criteria are met:

1. Provides therapeutic benefit because of certain medical conditions and/or illnesses and
2. Prescribed by a licensed care provider

DME is not covered when it:

- Is used primarily for convenience or upgrades beyond what is necessary to meet the member's legitimate medical needs. Examples include decorative items, unique materials (e.g., magnesium wheelchairs wheels, lights, extra batteries);
- Does not provide a therapeutic benefit to a member
- Has not been prescribed by a licensed care provider
- Primarily serves as a comfort or convenience item. Trays, back packs, and wheelchair racing equipment are examples of non-covered or convenience items
- Is used in a facility expected to provide such items to the member
- Enhances the environmental setting (e.g., air conditioners, humidifiers, air filters, portable Jacuzzi pumps, or chair lifts).

For more information, visit [medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid).



For more information about coverage determination or medical policy, go to our provider portal at [UHCprovider.com/policies](https://www.uhcprovider.com/policies).

Emergency/Urgent Care Services

Emergency services do not require prior authorization.

While UnitedHealthcare Community Plan covers emergency services, we ask that you tell members about appropriate emergency room use. A PCP should treat non-emergency services such as sprains/strains, stomachaches, earaches, fever, cough and colds, and sore throats.

Covered services include:

- Hospital emergency department room, ancillary and

care provider service by in and out-of-network care providers.

- Medical examination.
- Stabilization services.
- Access to designated Level I and Level II trauma centers or hospitals meeting the same levels of care for emergency services.
- Emergency ground, air and water transportation.
- Emergency dental services, limited to broken or dislocated jaw, severe teeth damage, and cyst removal.

We pay out-of-network care providers for emergency services at the current program rates at the time of service. We try to negotiate acceptable payment rates with out-of-network care providers for covered post-stabilization care services for which we must pay.

EMERGENCY ROOM CARE

For an emergency, the member should seek immediate care at the closest emergency room (ER). If the member needs help getting to the ER, they may call 911. No referral is needed. Members have been told to call their PCP as soon as possible after receiving emergency care. They pay no out-of-pocket cost for ER or emergency ambulance services.

Before they are treated, UnitedHealthcare Community Plan members who visit an emergency room are screened to determine whether they have a medical emergency. Prior authorization is not required for the medical screening. UnitedHealthcare Community Plan covers these services regardless of the emergency care provider's relationship with UnitedHealthcare Community Plan.

Depending on the need, the member may be treated in the ER, in an inpatient hospital room, or in another setting. This is called Post Stabilization Services. Members do not pay for these services. This applies whether the member receives emergency services in or outside their service area.

URGENT CARE (NON-EMERGENT)

Urgent care services are covered.



For a list of urgent care centers, contact [Provider Services](#).

Emergency Care Resulting in Admissions

Prior authorization is not required for emergency services.

Nurses in the Health Services Department review emergency admissions within one business day of notification.



Emergency care should be delivered without delay. Notify UnitedHealth Community Plan about admission. Call the [Prior Authorization Department](#) or use forms located at UHCprovider.com/priorauth.)

UnitedHealthcare Community Plan makes utilization management determinations based on appropriateness of care and benefit coverage existence using evidence-based, nationally recognized or internally-developed clinical criteria. UnitedHealthcare Community Plan does not reward you or reviewers for issuing coverage denials and does not financially incentivize Utilization Management staff to support service underutilization. Care determination criteria is available upon request by contacting the Prior Authorization Department (UM Department, etc.)



The criteria are available in writing upon request or by calling the [Prior Authorization/Notification Department](#).

If a member meets an acute inpatient level of stay, admission starts at the time you write the order.

Family Planning

Family Planning services are preventive health, medical, counseling and educational services that help members manage their fertility and achieve the best reproductive and general health. UnitedHealthcare Community Plan members may access these services without a referral. They may also seek family planning services at the care provider of their choice. The following services are included:

- Annual gynecological examination
- Annual pap smear
- Contraceptive supplies, devices and medications for specific treatment

- Contraceptive counseling
- Laboratory services

Blood tests to determine paternity are covered **only** when the claim indicates tests were necessary for legal support in court.

View the DHHS Regulations for more information on Family Planning Services.

Non-covered items include:

- Reversal of voluntary sterilization
- Hysterectomies for sterilization
- In-vitro fertilization, including:
 - GIFT (Gamete intrafallopian transfer)
 - ZIFT (zygote intrafallopian transfer)
 - Embryo transport
- Infertility services, if given to achieve pregnancy
Note: Diagnosis of infertility is covered. Treatment is not.
 - Morning-after pill. Contact the state of North Carolina to verify state coverage.

PARENTING/CHILD BIRTH EDUCATION PROGRAMS

- Child birth education is covered.
- Parenting education is not covered.

VOLUNTARY STERILIZATION

In-network treatment with consent is covered. The member needs to give consent 30 days before surgery, be mentally competent and be at least 21 years old at the time of consent for:

- Tubal ligation
- Vasectomy

Out-of-network services require prior authorization.

View the DHHS Regulations for more information on sterilization.

Hearing Services

Monaural and binaural hearing aids are covered, including fitting, follow-up care, batteries and repair. Bilateral cochlear implants, including implants, parts, accessories, batteries, charges and repairs are covered. Bone-anchored hearing aids (BAHA), including BAHA

devices (both surgically implanted and soft band headbands), replacement parts and batteries are covered for members 20 years or younger.

View the DHHS Regulations for more information on Auditory Implant External Parts.

Hospice

UnitedHealthcare Community Plan provides in-home hospice and short-stay inpatient hospice.

HOME HOSPICE

UnitedHealthcare Community Plan covers benefits for routine home care every day the member is at home, under hospice and not receiving continuous home care. We cover care provider hospice at the member's home during a medical crisis. A medical crisis is when a member requires continuous nursing care to manage symptoms.

RESPITE HOSPICE

Inpatient hospital or nursing facility respite care is covered for the hospice care provider each day the member is in an inpatient facility and receiving respite care. Hospice inpatient respite care is short-term inpatient care provided to the member when necessary to relieve the caregiver. Hospice inpatient respite care is restricted to five days per month. This includes the day of admission but not the day of discharge.

INPATIENT HOSPICE

Inpatient care is covered during a sudden medical crisis. General inpatient care may be necessary for pain control or acute/chronic symptom management not provided in any other setting. Inpatient hospice care includes a hospital or an in-network hospice inpatient facility that meets the hospice standards for staffing and member care. Inpatient care is short-term and restricted to 10 days per month.

Members receiving inpatient hospice services through a residential facility are not covered under Managed Medicaid. DHHS covers residential inpatient hospice services. DHHS will cover hospice care provider benefits for both the hospice services provided and the facility residential services.

Laboratory, X-rays, Imaging Procedures

ADVANCED OUTPATIENT IMAGING PROCEDURES

Advanced outpatient imaging procedures must be prior authorized by UnitedHealthcare Community Plan Clinical.



To get prior authorization, go to UHCprovider.com/priorauth > click on the Radiology tab > Online Portal link.

Reference the Medical Management chapter for more information on the Radiology Prior Authorization Program.

LAB SERVICES



LabCorp and Quest Diagnostics are nationally contracted lab providers. Contact [LabCorp](#) or [Quest Diagnostics](#) directly.

Use UnitedHealthcare Community Plan in-network laboratory when referring members for lab services not covered in the office. Medically necessary laboratory services ordered by a PCP, other care providers or dentist in one of these laboratories do not require prior authorization except as noted on our prior authorization list.

When submitting claims, have a Clinical Laboratory Improvement Amendment number (CLIA #). Otherwise, claims will deny. CLIA standards are national and not Medicaid-exclusive. CLIA applies to all providers rendering clinical laboratory and certain other diagnostic services.

See the Billing and Encounters chapter for more information.

Maternity/Pregnancy/Well-Child Care

PREGNANCY/MATERNITY

Bill the initial pregnancy visit as a separate office visit. You may bill global days if the mother has been a UnitedHealthcare Community Plan member for three or more consecutive months or had seven or more prenatal visits.

Medicaid does not consider ultrasounds medically necessary if they are done only to determine the fetal sex or provide parents with a photograph of the fetus. We allow the first three obstetrical ultrasounds per pregnancy. The fourth and subsequent obstetrical ultrasound procedures will only be allowed for identified high-risk members. High-risk member claims must include the corresponding diagnosis code.



For more information about global days, go to UHCprovider.com.

Pregnant UnitedHealthcare Community Plan members should receive care from UnitedHealthcare Community Plan care providers only. UnitedHealthcare Community Plan considers exceptions to this policy if:

1. the woman was in her second or third trimester of pregnancy when she became a UnitedHealthcare Community Plan member, and
2. if she has an established relationship with a non-participating obstetrician.

UnitedHealthcare Community Plan must approve all out-of-plan maternity care. Care providers should call **800-638-3302** to obtain prior approval for continuity of care.

Notify UnitedHealthcare Community Plan immediately of a member's confirmed pregnancy to help ensure appropriate follow-up and coordination by the Healthy First Steps program. To do so, call Healthy First Steps at **800-599-5985** or fax the notification to **877-353-6913**.

A member does not need a referral from her PCP for OB-GYN care. Perinatal home care services are available for UnitedHealthcare Community Plan members when medically necessary.

HFS-MATERNAL CARE MODEL

The maternity program strives to:

- Increase early identification of expectant mothers and facilitate case management enrollment.
- Assess the member's risk level and provide member-specific needs that support the care provider's plan of care.
- Help members understand the importance of early and ongoing prenatal care and direct them to receiving it.

- Give multidisciplinary support for pregnant women to overcome social and psychological barriers to prenatal care.
- Increase the member's understanding of pregnancy and newborn care.
- Encourage pregnancy and lifestyle self-management and informed health care decision-making.
- Encourage appropriate pregnancy, postpartum and infant care provider visits.
- Foster a care provider-member collaboration before and after delivery as well as for non-emergent settings.
- Encourage members to stop smoking with our Quit for Life tobacco program.
- Help identify and build the mother's support system including referrals to community resources and pregnancy support programs.
- Program staff act as a liaison between members, care providers, and UnitedHealthcare Community Plan for care coordination.

CMHRP REFERRALS

You must complete a high-risk screening for each pregnant Medicaid member at each visit. You must also:

- Work with the LHD case manager on care plan/treatment plan development.
- Help ensure a post-partum visit occurs within 56 days of delivery.

PREGNANCY RISK SCREENING FORMS

At the first and following prenatal and post-partum visits, complete the North Carolina's Pregnancy Risk Screening Form. Fax it to the LHD in the county where the member lives and is being referred. Also fax a copy to UnitedHealthcare Community Plan at **877-353-6913**.

CONTINUATION OF CARE

UnitedHealthcare Community Plan allows pregnant members to get services from their behavioral health care provider, without prior authorization, until:

- The birth of the child.
- The cessation of pregnancy.
- Loss of eligibility.

MATERNITY ADMISSIONS

All maternity admissions require notification. Days in excess of 48 hours for vaginal deliveries and 96 hours for C-section require clinical information and medical necessity review.



If the UnitedHealthcare Community Plan member is inpatient longer than the federal requirements, a prior notification is needed. Please go to UHCprovider.com/priorauth or call the [Prior Authorization/Notification Department](#).

To notify us of deliveries, call **800-638-3302**. Provide the following information within one business day of the admission:

- Date of admission.
- Member's name and Medicaid ID number.
- Obstetrician's name, phone number, care provider ID.
- Facility name (care provider ID).
- Vaginal or cesarean delivery.

If available at time of notification, provide the following birth data:

- Date of delivery.
- Gender.
- Birth weight.
- Gestational age.
- Baby name.

Non-routine newborn care (e.g., unusual jaundice, prematurity, sepsis, respiratory distress) is covered but requires prior authorization. Infants remaining in the hospital after mother's discharge require separate notification and will be subject to medical necessity review. The midwife (CNM) must be a licensed registered nurse recognized by the Board of Nurse Examiners as an advanced practice nurse (APN) in nurse-midwifery and certified by the American College of Nurse-Midwives.

A CNM must identify a licensed care provider or group of care providers with whom they have arranged for referral and consultation if complications arise.

Furnish obstetrical maternity services on an outpatient basis. This can be done under a physician's supervision through a nurse practitioner, physician's assistant or licensed professional nurse. If handled through

supervision, the services must be within the staff's scope of practice or licensure as defined by state law.

You do not have to be present when services are provided. However, you must assume professional responsibility for the medical services provided and help ensure approval of the care plan.

POST MATERNITY CARE

UnitedHealthcare Community Plan covers post-discharge care to the mother and her newborn. Post-discharge care consists of a minimum of two visits, at least one in the home, based on accepted maternal and neonatal physical assessments. These visits must be conducted by a registered professional nurse with experience in maternal and child health nursing or a care provider. The first post-discharge visit should occur within 24 to 48 hours after the member's discharge date. Prior authorization is required for home health care visits for post-partum follow-up. The attending care provider decides the location and post-discharge visit schedule.

NEWBORN ENROLLMENT

The hospital is responsible for telling the county of all deliveries, including UnitedHealthcare Community Plan members (provided the mother was admitted using her ForwardHealth ID card). The hospital provides provides required birth data during admission.

If the mother delivers out of state, she needs to contact the Enrollment Department to provide birth notification. The Enrollment Department would then add the baby to the health plan.

BRIGHT FUTURES ASSESSMENT

Bright Futures is a national health promotion and prevention initiative, led by the American Academy of Pediatrics and supported by the [US Department of Health and Human Services, Health Resources and Services Administration \(HRSA\)](#), Maternal and Child Health Bureau (MCHB).

The *Bright Futures Guidelines* provide guidance for all preventive care screenings and well-child visits. You may incorporate Bright Futures into health programs such as home visiting, child care, school-based health clinics, and many others. Materials developed for families are also available.

The Bright Futures goal is to support primary care practices (medical homes) in providing well-child and adolescent care based on *Bright Futures: Guidelines for Health Supervision of Infants, Children, and Adolescents*. Settings for Bright Futures implementation include private practices, hospital-based or hospital-affiliated clinics, resident continuity clinics, school-based health centers, public health clinics, community health centers, Indian Health Service clinics, and other primary care facilities. A complementary goal is to provide home visitors, public health nurses, early child care and education professionals (including Head Start), school nurses, and nutritionists with an understanding of Bright Futures materials so that they can align their health promotion efforts with the recommendations in the *Bright Futures Guidelines*. This helps ensure that members receive consistent information and support from family and youth perspectives.

HOME CARE AND ALL PRIOR AUTHORIZATION SERVICES

The discharge planner ordering home care should call the [Prior Authorization/Notification Department](#) to arrange for home care.

HYSTERECTOMIES

Hysterectomies cannot be reimbursed if performed for sterilization. Members who get hysterectomies for medical reasons must be told, orally and in writing, they will no longer be able to have children.

All hysterectomy claims (surgeon, assistant surgeon, anesthesiologist, hospital) must be accompanied by a consent form. The member should sign and date the form stating she was told before the surgery that the procedure will result in permanent sterility.



Find the form on the [North Carolina Medicaid Division of Health Benefits](#) medicaid.ncdhhs.gov.

Exception: North Carolina DHHS does not require informed consent if:

1. As the care provider performing the hysterectomy, you certify in writing the member was sterile before the procedure. You must also state the cause of the sterility.

2. You certify, in writing, the hysterectomy was performed under a life-threatening emergency situation in which prior acknowledgment was not possible. Include a description of the emergency.

UnitedHealthcare Community Plan requires, along with your claim, a copy of the signed medical assistance hysterectomy statement. Mail the claim and documentation to claims administration identified on the back of the member's ID card. Reimbursement is made upon completion of documentation requirements and UnitedHealthcare Community Plan review. The member may not be billed if consent forms are not submitted.

PREGNANCY TERMINATION SERVICES

Pregnancy termination services are not covered, except in cases to preserve the woman's life. In this case, follow the North Carolina consent procedures for abortion.

Allowable pregnancy termination services do not require a referral from the member's PCP. Members must use our care provider network.

STERILIZATION AND HYSTERECTOMY PROCEDURES

Reimbursement for sterilization procedures are based on the member's documented request. This policy helps ensure UnitedHealthcare Community Plan members thinking about sterilization are fully aware of the details and alternatives. It also gives them time to consider their decision. In addition, the State Medical Assistance Program must have documented evidence that all the sterilization requirements have been met before making a payment. The member must sign the Medical Assistance Consent Form at least 30 days, but not more than 180 days, before the procedure. The member must be at least 21 years old when they sign the form.

The member must not be mentally incompetent or live in a facility treating mental disorders. The member may agree to sterilization at the time of premature delivery or emergency abdominal surgery if at least 72 hours have passed since signing the consent form. However, in the case of premature delivery, they must have signed the form at least 30 days before the expected delivery date. If the requirements are not met for both sterilization procedures and hysterectomies, UnitedHealthcare

Community Plan cannot pay the care provider, anesthetist or hospital.

STERILIZATION INFORMED CONSENT

A member has only given informed consent if the NC DHHS Medical Assistance Consent Form for sterilization is properly filled out. Other consent forms do not replace the Medical Assistance Consent Form. Be sure the member fully understands the sterilization procedure and has been told of other family planning options. Informed consent may not be obtained while the member is in labor, seeking an abortion, or under the influence of alcohol or other substances that affect awareness.

STERILIZATION CONSENT FORM

Use the consent form for sterilization:

- **Complete all applicable sections of the form.**
Complete all applicable sections of the consent form before submitting it with the billing form. The North Carolina Medical Assistance Program cannot pay for sterilization procedures until all applicable items on the consent form are completed, accurate and follow sterilization regulation requirements.
- Complete your statement section after the procedure, along with your signature and the date. This may be the same date of the sterilization or a date afterward. If you sign and date the consent form before performing the sterilization, the form is invalid.
- The state's definition of "shortly before" is not more than 30 days before the procedure. Explain the procedure to the member within that time frame. However, do not sign and date the form until after you perform the procedure.



You may also find the form on the North Carolina Medicaid Division of Health Benefits website at [medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid).

Have three copies of the consent form:

1. For the member.
2. To submit with the Request for Payment form.
3. For your records.

Neonatal Resource Services (NICU Case Management)

Our Neonatal Resource Services program manages inpatient and post-discharge neonatal intensive care unit (NICU) cases to improve outcomes and lower costs. Our dedicated team of NICU nurse case managers, social workers and medical directors offer both clinical care and psychological services.

NEONATAL RESOURCE SERVICES

The Neonatal Resource Services (NRS) program helps ensure NICU babies get quality of care and efficiency in treatment. Newborns placed in the NICU are eligible upon birth (including babies who are transferred from PICU) and/or any infants readmitted within their first 30 days of life and previously managed in the NICU. The NRS team works closely with the LHDs for the CMARC program to help ensure seamless transitions of care for NICU babies.

Inhaled Nitric Oxide

Use the NRS guideline for Inhaled Nitric Oxide (iNO) therapy at [UHCprovider.com](https://www.uhcprovider.com) > Policies and Protocols > Clinical Guidelines.

Radiology Prior Authorization Program

We use a Radiology Prior Authorization Program to improve compliance with evidence-based and professional society guidance for radiology procedures.

You must obtain a prior authorization before ordering CT scans, MRIs, MRAs, PET scans, nuclear medicine and nuclear cardiology studies in an office or outpatient setting.

The following images do not require prior authorization:

- Ordered through ER visit.
- While in an observation unit.
- When performed at an urgent care facility.
- During an inpatient stay.

Not getting this prior authorization approval results in an administrative denial. Claims denied for this reason may

not be balance-billed.

To get or verify prior authorization:

- Online: [UHCprovider.com/priorauth](https://www.uhcprovider.com/priorauth) > Radiology > Online Portal link.
- Phone: **866-889-8054** from 8 a.m. - 5 p.m. Central Time, Monday through Friday. Make sure the medical record is available. We require an authorization number for each CPT code. Each authorization number is CPT-code specific.



For a list of Advanced Outpatient Imaging Procedures that require prior authorization, a prior authorization crosswalk, and/or the evidence-based clinical guidelines, use Link through [UHCprovider.com](https://www.uhcprovider.com) or use the search option at [UHCprovider.com](https://www.uhcprovider.com).

Screening, brief interventions, and referral to treatment (SBIRT) services

SBIRT services are covered when:

- Provided by, or under the supervision of, a certified care provider or other certified licensed healthcare professional within the scope of their practice.
- Determining risk factors related to alcohol and other drug use disorders, providing interventions to enhance patient motivation to change, and making appropriate referrals as needed.

SBIRT screening will occur during an Evaluation and Management (E/M) exam and is not billable with a separate code. You may provide a brief intervention on the same day as a full screen in addition to the E/M exam. You may also perform a brief intervention on subsequent days. Brief interventions are limited to four sessions per patient, per provider per calendar year.

WHAT IS INCLUDED IN SBIRT?

Screening: With just a few questions on a questionnaire or in an interview, you can identify members who have alcohol or other drug (substance) use problems and determine how severe those problems already are. Three of the most widely used screening tools are the Alcohol Use Disorders Identification Test (AUDIT), the Alcohol,

Smoking, and Substance Involvement Screening Test (ASSIST) and the Drug Abuse Screening Test (DAST).

Brief intervention: If screening results indicate at risk behavior, individuals receive brief interventions. The intervention educates them about their substance use, alerts them to possible consequences and motivates them to change their behavior.

Referral to treatment: Refer members whose screening indicates a severe problem or dependence s to a licensed and certified behavioral health agency for assessment and treatment of a substance use disorder. **This includes coordinating with the Alcohol and Drug Program in the County where the member resides for treatment.**

SBIRT services will be covered when all of the following are met:

- The billing provider and servicing provider are SBIRT certified.
- The billing provider has an appropriate taxonomy to bill for SBIRT
- The diagnosis code is V65.42
- The treatment or brief intervention does not exceed the limit of four encounters per client, per provider, per year

The SBIRT assessment, intervention, or treatment takes places in one of the following places of service:

- Office
- Urgent care facility
- Outpatient hospital
- Emergency room – hospital
- Federally qualified health center (FQHC)
- Community mental health center
- Indian health service – free standing facility
- Tribal 638 free standing facility
- Homeless shelter



For more information about E/M services and outreach, see the Department of Health and Human Services Evaluation and Services online guide at cms.gov.

Specialty Pharmacy Medications

The Specialty Pharmacy Management Program provides high-quality, cost-effective care for our members. This program uses a network of preferred vendors that offer clinical programs. These programs include educating and supporting members about their chronic conditions, promoting medication adherence, reducing the risk of side effects, and promoting multi-disciplinary practice and collaboration to achieve continuity of care. A specialty pharmacy medication generally has one or more of the following characteristics:

- A small percentage of the population uses it.
- It treats rare, chronic, and/or potentially life-threatening diseases.
- It's a high-cost medication.
- It's a biotechnology product.
- It may need frequent monitoring, intervention and ongoing clinical support.
- It's often only sourced through select pharmacy providers or through limited channels who can meet the unique distribution and handling requirements as well as the clinical management needs.
- Members may inhale it, take it orally or by injectable.
- The member may self-administer or receive it in an outpatient setting (e.g., physician's office, home infusion suite).

Specialty pharmacy medications are available through our specialty pharmacy network. BriovaRx Specialty Pharmacy has the broadest access to specialty pharmacy medications within our network. Call them at **855-427-4682**.

Our network specialty pharmacies provide personalized support and resources to help members manage their condition, including:

- Patient-friendly educational material that includes drug information which speaks to medication administration and compliance.
- Access to one-on-one support and counseling through the clinical management programs and clinical teams dedicated to their condition.
- 24/7 access to pharmacists to talk about their condition and medication therapy.

- Expedited delivery and shipping in confidential, temperature-sensitive packaging (as required) with instructions provided for the member if any refrigeration or special storage conditions exist.
- Medication-related supplies, such as alcohol swabs and sharps container, are provided with each order as appropriate.
- Refill reminders by phone and text at the member's request.



Drugs on the Preferred Drug List (PDL) that are part of this program are identified by a "SP" in the "Requirements and Limits" section of each page. Find more information about specialty pharmacy medications on [UHCprovider.com](https://www.ahca.nc.gov/uhcprovider.com).

PHARMACY PDL

The North Carolina Division of Health Benefits (DHB) determines and maintains its PDL. This list applies to all UnitedHealthcare Community Plan of North Carolina members. You must prescribe Medicaid members drugs listed on the PDL. For drugs not on the PDL, North Carolina law states that the DHB may not cover a brand-name drug if an equally effective generic drug is available and is less costly unless prior authorization is followed. The same applies to UnitedHealthcare Community Plan of North Carolina members.

If a member's condition requires a non-preferred medication, call the Pharmacy Services Line at **855-258-1593**. You may also fax a Pharmacy Prior Notification Request form to **866-940-7328**. Or mail your form to:

**OptumRx
Prior Authorization Department**
P.O. Box 25183
Santa Ana, CA 92799

We provide you PDL updates before the changes go into effect. Change summaries are posted on our website. Find the PDL and Pharmacy Prior Notification Request form at [UHCprovider.com/priorauth](https://www.ahca.nc.gov/uhcprovider.com/priorauth). Contact the Provider Service Center to obtain a print PDL copy.

PHARMACY PRIOR AUTHORIZATION

Medications can be dispensed as an emergency 72-hour supply when drug therapy must start before prior authorization is secured and the prescriber cannot be

reached. The rules apply to non-preferred PDL drugs and to those affected by a clinical prior authorization edit.

To request pharmacy prior authorization, call the OptumRx Pharmacy Help Desk at 800-310-6826. You may also fax your authorization request to **866-940-7328**. We provide notification for prior authorization requests within 24 hours of request receipt.

Telehealth and Telemedicine

You may use telemedicine to facilitate access to needed services in a clinically appropriate way. We cover services provided through telemedicine in an amount, duration and scope no less than what is available to beneficiaries under the Medicaid FFS program.

We consider for reimbursement telehealth services CMS recognizes. We also consider those appended with modifiers GT or GQ as well as services the AMA recognizes included in Appendix P of CPT and appended with modifier 95. We require one of these modifiers to be reported when performing a service through telehealth to indicate the type of technology used and to identify the service as telehealth.

UnitedHealthcare Community Plan reimburses for a facility fee at the originating site when the originating site is a Medicaid-enrolled provider.

For more information, such as eligible sites and practitioners, please see the UnitedHealthcare Community Plan Telehealth and Telemedicine Policy on [UHCprovider.com](https://www.ahca.nc.gov/uhcprovider.com) > Policies and Protocols > Community Plan Policies > Reimbursement Policies > [Telehealth and Telemedicine Policy](#).

Tuberculosis (TB) Screening and Treatment; Direct Observation Therapy (DOT)

Guidelines for TB screening and treatment should follow the recommendations of the American Thoracic Society (ATS) and the Centers for Disease Control and Prevention (CDC).

RESPONSIBILITIES:

Identification – The PCP determines the risk for developing TB as part of the initial health assessment. Testing is offered to all members at increased risk unless they have documentation of prior positive test results or currently have active TB under treatment. You will coordinate and collaborate with LHDs for TB screening, diagnosis, treatment, compliance, and follow-up of members. PCPs must comply with all applicable state laws and regulations relating to the reporting of confirmed and suspected TB cases to the LHD. The PCP must report known or suspected cases of TB to the LHD TB Control Program within one day of identification.

Medical Management Guidelines

ADMISSION AUTHORIZATION AND PRIOR AUTHORIZATION GUIDELINES

All prior authorizations must have the following:

- Patient name and ID number.
- Ordering care provider or health care professional name and TIN/NPI.
- Rendering care provider or health care professional and TIN/NPI.
- ICD CM.
- Anticipated dates of service.
- Type of service (primary and secondary) procedure codes and volume of service, when applicable.
- Service setting.
- Facility name and TIN/NPI, when applicable.



For behavioral health and substance use disorder authorizations, please contact [United Behavioral Health](#).



If you have questions, please use the online [Link provider portal](#) or call [Prior Authorization Intake](#).

The following table lists medical management notification requests and the amount of time required for a decision, approval or denial.

Type of Request	Decision TAT
Non-urgent Pre-service	As quickly as the member’s condition requires but no longer than 14 calendar days of request receipt
Urgent/Expedited Pre-service	Within 72 hours of request receipt
Concurrent Review	Within 24 hours or next business day following
Retrospective Review	Within 30 calendar days of receiving all pertinent clinical information

Concurrent Review Guidelines

UnitedHealthcare Community Plan requires you to chart progress notes for each day of an inpatient stay. This includes acute and sub-acute medical, long-term acute care, acute rehabilitation, skilled nursing facilities, home health care and ambulatory facilities. We perform an on-site facility review or phone review for each day’s stay using MCG, CMS or other nationally recognized guidelines to help clinicians make informed decisions in many health care settings. You must work with UnitedHealthcare Community Plan for all information, documents or discussion requests. This includes gathering clinical information on a member’s status for concurrent review and discharge planning. When criteria are not met, the case is sent to a medical director.

UnitedHealthcare Community Plan denies payment for days that do not have a documented need for acute care services. Failure to document results in payment denial to the facility and you.

CONCURRENT REVIEW DETAILS

Concurrent Review is notification within 24 hours or one business day of admission. It finds medical necessity clinical information for a continued inpatient stay, including review for extending a previously approved admission.

Concurrent review may be done by phone or on-site.

Your cooperation is required with all UnitedHealthcare Community Plan requests for information, documents or discussions related to concurrent review and discharge planning including: primary and secondary diagnosis, clinical information, care plan, admission order, member status, discharge planning needs, barriers to discharge and discharge date. When available, provide clinical information by access to Electronic Medical Records (EMR).

Your cooperation is required with all UnitedHealthcare Community Plan requests from our interdisciplinary care coordination team and/or medical director to support requirements to engage our members directly face-to-face or by phone. You must return/respond to inquiries from our interdisciplinary care coordination team and/or medical director. You must provide all requested and complete clinical information and/or documents as required within four hours of receipt of our request if it is received before 1 p.m. local time, or make best efforts to provide requested information within the same business day if the request is received after 1 p.m. local time (but no later than 12 p.m. local time the next business day)

UnitedHealthcare Community Plan uses MCG (formally Milliman Care Guidelines), CMS guidelines, or other nationally recognized guidelines to assist clinicians in making informed decisions in many health care settings. This includes acute and sub-acute medical, long-term acute care, acute rehabilitation, skilled nursing facilities, home health care and ambulatory facilities.

Determination of Medical Necessity

Medically necessary services or supplies are those needed to:

- Prevent, diagnose, treat or cure a physical or mental illness or condition.
- Maintain health.
- Prevent the onset of an illness, condition or disability.
- Prevent or treat a condition that endangers life, causes suffering or pain, or results in illness or infirmity.
- Prevent a condition from getting worse.
- Promote daily activities. Remember the member's functional capacity and capabilities appropriate for

individuals of the same age.

- Prevent or treat a condition that threatens to cause or worsen a handicap, physical deformity, or malfunction. No other equally effective, more conservative or substantially less costly treatment is available to the member.

Experimental treatments are not medically necessary.

Determination Process

Benefit coverage for health services is determined by the member-specific benefit plan document, such as a Certificate of Coverage, Schedule of Benefits, or Summary Plan Description, and applicable laws. You may freely talk with members about their care, regardless of benefit coverage limitations.

Evidence-Based Clinical Guidelines

UnitedHealthcare Community Plan uses evidence-based clinical guidelines to guide our quality and health management programs. For more information on our guidelines, go to [UHCprovider.com](https://www.uhcprovider.com).

Medical and Drug Policies and Coverage Determination Guidelines

Find medical policies and coverage determination guidelines at [UHCprovider.com](https://www.uhcprovider.com) > Policies and Protocols > Community Plan Policies > Medical and Drug Policies and Coverage Determination Guidelines for Community Plan.

Project ECHO

Project ECHO® increases specialty treatment access in rural and underserved geographical areas. It provides front-line clinicians with knowledge and support to manage members with complex conditions. Complex conditions include cardiology, chronic lung disease,

pathology, endocrinology, hepatitis C, psychiatry and addictions. By connecting clinicians with medical center specialist teams in weekly virtual clinics or teleECHO™ clinics, rural area PCPs, nurses and other clinicians learn to provide specialty care in their own communities. We provide a stipend to North Carolina care providers who participate in Project ECHO trainings.

Referral Guidelines

You must coordinate member referrals for medically necessary services beyond the scope of your practice. Monitor the referred member's progress and help ensure they are returned to your care as soon as appropriate.

We require prior authorization of all out-of-network referrals. The nurse reviews the request for medical necessity and/or service. If the case does not meet criteria, the nurse routes the case to the medical director for review and determination. Out-of-network referrals are approved for, but not limited to, the following:

- Continuity of care issues.
- Necessary services not available in our network.

UnitedHealthcare Community Plan monitors out-of-network referrals on an individual basis. Care provider or geographical location trends are reported to Network Management to assess root causes for action planning.

Reimbursement

UnitedHealthcare Community Plan authorization helps ensure reimbursement for all covered services. You should:

- Determine if the member is eligible on the date of service by using Link on [UHCprovider.com](https://www.ahca.nc.gov/uhcprovider), contacting UnitedHealthcare Community Plan's Provider Services Department, or the North Carolina Medicaid Eligibility System.
- Submit documentation needed to support the medical necessity of the requested procedure.
- Be aware the services provided may be outside the scope of what UnitedHealthcare Community Plan has authorized.
- Determine if the member has other insurance that should be billed first.

UnitedHealthcare Community Plan will not reimburse:

- Services UnitedHealthcare Community Plan decides

are not medically necessary.

- Non-covered services.
- Services provided to members not enrolled on the dates of service.

Second Opinion Benefit

If a member asks for a second opinion about a treatment or procedure, UnitedHealthcare Community Plan will cover that cost. Scheduling the appointment for the second opinion should follow the access standards established by the NC DHHS. These access standards are defined in Chapter 2. The care provider giving the second opinion must not be affiliated with the attending care provider.

Criteria:

- The member's PCP refers the member to an in-network care provider for a second opinion. Providers will forward a copy of all relevant records to the second opinion care provider before the appointment. The care provider giving the second opinion will then forward his or her report to the member's PCP and treating care provider, if different. The member may help the PCP select the care provider.
- If an in-network provider is not available, UnitedHealthcare Community Plan will arrange for a consultation with a non-participating provider. The participating provider should call UnitedHealthcare Community Plan at **800-638-3302**.
- Once the second opinion has been given, the member and the PCP discuss information from both evaluations.
- If follow-up care is recommended, the member meets with the PCP before receiving treatment.

Services Requiring Prior Authorization



For a list of services that require prior authorization, go to [UHCprovider.com/priorauth](https://www.ahca.nc.gov/uhcprovider.com/priorauth).

SEEK PRIOR AUTHORIZATION WITHIN THE FOLLOWING TIME FRAMES

- **Emergency or Urgent Facility Admission:** one business day.

- **Inpatient Admissions; After Ambulatory Surgery:** one business day.
- **Non-Emergency Admissions and/or Outpatient Services (except maternity):** at least 14 business days beforehand; if the admission is scheduled fewer than five business days in advance, use the scheduled admission time.

Utilization Management Guidelines



Call **866-815-5334** to discuss the guidelines and utilization management.

Utilization Management (UM) is based on a member's medical condition and is not influenced by monetary incentives. UnitedHealthcare Community Plan pays its in-network PCPs and specialists on a fee-for-service basis. We also pay in-network hospitals and other types of care providers in the UnitedHealthcare Community Plan network on a fee-for-service basis. The plan's UM staff works with care providers to help ensure members receive the most appropriate care in the place best suited for the needed services. Our staff encourages appropriate use and discourages underuse. The UM staff does not receive incentives for UM decisions. See Appeals in [Chapter 12](#) for more details.

Chapter 5: Early, Periodic Screening, Diagnosis and Treatment (EPSDT)/Prevention

The **Early and Periodic Screening, Diagnostic and Treatment (EPSDT)** benefit provides complete and preventive health care services for children younger than age 21 who are enrolled in Medicaid.

Follow the EPSDT schedule for all eligible members to age 21, including pregnant women. EPSDT screening includes immunizations, hearing, vision, and speech screening and nutritional assessments. It also covers dental screening and growth and development tracking.

For complete details about diagnoses codes as well as full and partial screening, exam, and immunization requirements, go to the EPSDT schedule.

To find more information about periodicity schedule, go to:

NC DHHS Wellness Visits, and Diagnostic and Treatment Services
[medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid)

Medicaid Benefit for Children and Adolescents Younger Than Age 21
[medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid)

NC DHHS EPSDT State Instructions (Policy)
[files.nc.gov](https://www.files.nc.gov)

Health Check Early Prevention Screening Program Guide
[files.nc.gov](https://www.files.nc.gov)

Bright Futures Periodicity Schedule (Form)
[aap.org](https://www.aap.org)

Coding for Pediatric Preventive Care (Bright Futures)
[aap.org](https://www.aap.org)

Development Disability Services and Coordination with Regional Centers

Developmental disabilities are severe and chronic disabilities due to a mental or physical impairment that begins before the member reaches adulthood. These include intellectual disabilities, cerebral palsy, epilepsy, autism, and disabling conditions related to intellectual disability or requiring similar treatment. The Department of Developmental Services (DDS) is responsible for a system of diagnosis, counseling, case management, and community support of persons with intellectual disability, cerebral palsy, epilepsy, and autism for children older than 36 months through adulthood.

Referral – If you think supportive services would benefit the member, refer the member to DDS for approval and assignment of a Regional Center Case Manager. That person schedules an intake assessment. The Regional Center Interdisciplinary Team then determines eligibility. While the Regional Center (RC) does not provide overall case management for their clients, they must assure access to health, developmental, social, and educational services from birth throughout the life of a member with a developmental disability.

Continuity of Care – The RC determines the most appropriate setting for eligible HCBS services. They work with the PCP and health plan coordinator to coordinate services. The care coordinator and PCP continue to provide and manage primary care and medically

necessary services. If the member does not meet criteria for the program or placement is not available, we continue care coordination as needed to support the member's screening, preventive, medically necessary, and therapeutic covered services.

Early Intervention Program

The Early Intervention Program provides services to infants and toddlers with disabilities and their families.

COMPREHENSIVE WELL CHILD EXAMS

UnitedHealthcare Community Plan requires you and other appropriate child health care providers to comply with all EPSDT services and screens based on the American Academy of Pediatrics (AAP)/Bright Futures periodicity schedule. This includes:

- **Routine physical examinations.** Use as recommended and updated by the AAP Guidelines for Health Supervision III and described in Bright Futures: Guidelines for Health Supervision of Infants, Children and Adolescents. This includes:
 - Screening for developmental delay at each visit through the fifth year.
 - Screening for autistic spectrum disorders.
 - Complete, unclothed physical examination.
 - All appropriate immunizations based on the schedule for pediatric vaccines established by the Advisory Committee on Immunization Practices.
 - Laboratory tests (including blood lead screening appropriate for age and risk factors) associated with well-child routine physical examinations. Health education and anticipatory guidance for both the child and caregiver.
- **Comprehensive health and developmental history.** The assessment helps determine whether a child's developmental progress falls within a normal range of achievement based on age and cultural background. Screening for developmental assessment is done at each EPSDT visit. Refer children to the Early Intervention Program as appropriate.
- **Appropriate immunizations.** The EPSDT program requires all Medicaid child and adolescent members receive all immunizations, based on the

schedule established by the Advisory Committee on Immunization Practices (ACIP) for pediatric vaccines. Find the ACIP guidelines at [cdc.gov](https://www.cdc.gov).

Full Screening

Perform a full screen. Include:

- Interval history.
- Unclothed physical exam.
- Anticipatory guidance.
- Lab/immunizations. (Lab and administration of immunizations is reimbursed separately.)
- Lead assessment. (Use the Lead Risk Assessment form.)
- Personal-social and language skills.
- Fine motor/gross motor skills.
- Hearing.
- Vision.
- Dental.

Without all these components, you cannot bill for a full screen. You may only bill for a partial screen.

Children's screening services referrals or referrals to LHDs do not require prior authorization.

Interperiodic Screens

Interperiodic screens are medically necessary screens outside the standard schedule that do not require the full screen. Use this screen to start expanded services. Office visits and full or partial screenings happening on the same day by the same care provider are not covered unless medical necessity is noted in the member's record.

Interperiodic screens are often used for school and athletic physicals. A physical exam may be needed for a certificate stating a child is physically able to take part in school athletics. This also applies for other school physicals when required as conditions for educational purposes.

Preventive Screenings

Preventive screenings may include anemia testing, lead toxicity, cholesterol levels, hearing, vision, and other diagnostic testing. Provide tuberculin skin testing as appropriate to age and risk.

EARLY HEARING DETECTION AND INTERVENTION PROGRAM

As part of the state Title V Maternal and Child Health Services Program, you must complete the following hearing screenings:

- Hearing screening by 1 month of age.
- Diagnostic evaluation by 3 months of age.
- Intervention by 6 months of age.

Find more information at ncnewbornhearing.org.

NEWBORN SCREENING PROGRAM

State law (GS 130A-125) requires a filter paper blood spot sample be submitted to the North Carolina State Laboratory of Public Health for each infant born in North Carolina. Help ensure all newborns complete this testing. Find more information at slph.ncpublichealth.com.

NORTH CAROLINA CHILDHOOD LEAD POISONING PREVENTION PROGRAM

Screen all children and pregnant women for lead exposure. The Childhood Lead Poisoning Prevention Program (CLPPP) provides a Lead and Pregnancy Risk Assessment Questionnaire. It also offers a Childhood Lead Poisoning Prevention Checklist to help ensure compliance with required screening and testing. Find more information at ehs.ncpublichealth.com.

Safe/Care Examinations

Medicaid covers Sexual Assault Findings Examination (SAFE) and Child Abuse Resource Education (CARE) Examinations. It also covers related laboratory studies that determine sexual or physical abuse. The exam is performed by SAFE-trained providers certified by the Department of Health and Senior Services. Children enrolled in a managed health care plan receive SAFE-CARE services through North Carolina Medicaid on

a fee-for-service basis. Information on SAFE-CARE examinations is on medicaid.ncdhhs.gov. Call North Carolina Medicaid for more information.

Case Management for At-Risk Children Ages 0-5 Years

Medicaid offers targeted care management services for at-risk children (CMARC) birth to 5 years old. The program coordinates services between health care providers, community programs and family support programs. To help ensure these services are given seamlessly during the move to managed care, services currently provided under the CC4C program will transition into CMARC.

Referral Criteria - Many children currently receiving CC4C services will meet exemption criteria for managed care. To keep consistency between the FFS and managed care populations, the referral criteria will be same as today's program. CMARC will accept referrals for children with the following needs:

- Special health care.
- Exposed to severe stress, including:
 - Extreme poverty along with ongoing family chaos.
 - Recurrent physical or emotional abuse.
 - Chronic neglect.
 - Severe and enduring maternal depression.
 - Persistent parental substance use.
 - Repeated exposure to community or family violence.
 - In NICU needing help going back to community/medical home care.

Referral - Refer members eligible for CMARC services to the appropriate LHD.

Continuity of Care - UnitedHealthcare Community Plan will coordinate the member's health care with the LHD/CMARC and their member's PCP. This helps determine the medical necessity of recommended diagnostic and treatment services recommended and coverage.

Vaccines for Children program

The Vaccines for Children (VFC) program provides immunizations. Your office must order the immunizations offered through the state VFC Program. Find more information or enroll in the VFC Program at [immunize.nc.gov](https://www.immunize.nc.gov).

You are required to follow the recommended immunization schedule published by the American Academy of Pediatrics/Bright Futures periodicity schedule or the Advisory Committee on Immunization Practices. We do not reimburse for the vaccine ordered by the VFC Program. Rather, we reimburse for administering the vaccine. Vaccine administration fees are reimbursable when submitted with an appropriate CPT and modifier code. You can be reimbursed for vaccines and administration of vaccines not covered under VFC for children enrolled in NC Health Choice.

Children through 18 years old who meet at least one of the following are eligible for VFC vaccine:

- Medicaid enrolled - a child eligible or enrolled in the Medicaid program.
- Uninsured - a child who has no medical insurance coverage.
- American Indian or Alaskan Native.
- Underinsured - Vaccines are available at FQHCs, RHCs, LHDs and through some private care providers:
 - Children who have commercial health insurance that does not cover vaccines.
 - Children whose insurance covers only selected vaccines (VFC-eligible for non-covered vaccines only).
 - Children whose insurance caps vaccine coverage at a certain amount. Once that coverage amount is reached, these children are underinsured.

Chapter 6: Value-Added Services

We offer the following services to our UnitedHealthcare Community Plan members. If you have questions or need to refer a member, call Provider Services at **800-638-3302** unless otherwise noted.

Alternative Healing Benefit

We provide a \$100 annual reimbursement for alternative healing for purchases and services. This includes herbal medications and remedies, therapeutic massage, acupuncture, vitamins, and minerals. As with use for any over-the-counter medications, members should check with their care providers before use.

Baby Blocks™ Program

Baby Blocks™ is a web-based, mobile tool that reminds and rewards pregnant women and new mothers to get prenatal, postpartum and well-child care. Baby Blocks™ is available to pregnant UnitedHealthcare Community Plan members or their newborns.

BABY BLOCKS™ BENEFIT

Baby Blocks engages members with text and email appointment reminders. Members who enroll early in their pregnancy can earn up to eight rewards by following prenatal and postpartum recommendations.

How it Works

1. Care providers and UnitedHealthcare Community Plan reach out to members to enroll them in Baby Blocks.
2. Members enter information about their pregnancy and upcoming appointments at UHCBabyBlocks.com.

3. Members get reminders of upcoming appointments and record completed visits at UHCBabyBlocks.com.
4. At milestones throughout the program, members choose a reward for themselves or their baby.

How You Can Help

1. Identify UnitedHealthcare Community Plan members during prenatal visits.
2. Share a Baby Blocks brochure with the member and talk about the program.
3. Encourage the member to enroll at UHCBabyBlocks.com.



Members self-enroll on a smartphone or computer. They can go to UHCBabyBlocks.com and click on “Register.”

Behavioral Health Peer Support

We provide members with behavioral health challenges access to peer support delivered by qualified specialists. We also offer Peer Support Hospital Discharge and Diversion. This program helps members transition from behavioral health or substance use inpatient services to lower levels of care.

Boys and Girls Club Membership

We provide certain youth organization membership dues to the Boys and Girls Club program of North Carolina, for

qualified members younger than age 19. If Boys and Girls Club is not available in the member's area, we find an alternate youth organization for the member.

Breast Pumps

Medicaid members not participating in the Women, Infants and Children (WIC) program may receive manual, electronic or hospital-grade breast pumps. Members must be at least 36 weeks pregnant.

CommunityCare Package (Acute Home-Delivered Meals)

Eligible members will have access to 14 prepared home-delivered meals after discharge from an acute inpatient hospital stay back into the community setting.

Dental Services

North Carolina covers dental services.



Members may find information at [medicaid.ncdhhs.gov](https://www.ncdhhs.gov/medicaid).

Fresh EBT

A smartphone app that helps educate members who receive Supplemental Nutrition Assistance Program (SNAP) Benefits by helping them to make healthy choices on a budget. The Fresh EBT app lets members check their balance quickly and easily, track spending habits, find places that accept EBT, locate grocery deals, keep a shopping list and get healthy low-cost recipes.

Hypoallergenic Bedding

Improve asthma control and reduce allergies caused by dust or synthetic bedding. Controlling these issues can help to lower asthma-related hospitalizations and emergency room visits.

Hypoallergenic bedding is limited to individuals with asthma in case management. The program requires prior authorization and documentation stating they have severe asthma. The member's service coordinator will decide eligibility.

Join for Me

Join for Me is a childhood obesity program that helps create a healthier environment and behaviors in the home. Through a group intervention model, the child and caregiver learn healthy eating and exercise habits. Join for Me is for members ages 6-17. Call Provider Services for more information.

Mobile Apps

Apps are available at no charge to our members. They include:

- **Health4Me** enables users to review health benefits, access claims information and locate in-network providers.
- **SMART Patient** allows users to track important numbers such as blood pressure, record appointments, and record doctors' orders. It also helps them view educational videos.
- **OptimizeME** allows users to set health and fitness goals, challenge other users to set their own goals, and post the results on Facebook.
- **DocGPS** provides mobile users the ability to search UnitedHealthcare Community Plan's provider network and obtain travel directions to a care provider's location. The app provides users with the ability to call a care provider by tapping on the search result.
- **Social Media** provides assistance on Facebook, Twitter: @UHCPregnantCare (In Spanish: @UHCEmbarazada) by delivering health and wellness information relating to pregnancy, child birth and general health information applicable to pregnant women.

My HealthLine (cellphone program)

My HealthLine, our free cellphone program, helps us more closely connect with our members. This is particularly important for high-risk members who need support for their overall health, wellness and access to care. Members can quickly and easily reach us to discuss health-related concerns or to locate a PCP. Our care managers make outbound calls to coordinate care and follow up on important activities to improve a member's health.

This Federal Lifeline program provides the cellphones. Our members who meet federal eligibility requirements receive 350 voice minutes per month and unlimited texting, plus a pre-programmed member services number that does not count against the minutes. They are also automatically enrolled in the Connect4health texting program.

Non-Emergency Transportation

Some members require non-emergency transportation (NEMT) to and from services beyond what the state agency covers. NEMT provides crucial support in helping improve our members' access to care. All members eligible for state-approved transportation services are qualified for this additional health benefit.

We provide round-trip transportation for employment-related transportation. This means we offer up to three round trips or six one-way ground trips per calendar year and up to 100 miles one-way, for in-state job-related activities. This includes job interviews, certifications and licensure, career training, and backup transportation to jobs and other employment-related activities. A minimal copayment will apply to these trips.



For non-urgent appointments, members must call [Member Services](#) for transportation at least two days before their appointment.

Bus transportation will also be available if the member:

- Lives less than half a mile from a bus stop.
- Has an appointment less than half a mile from the bus stop.

NurseLine

NurseLine is available at no cost to our members 24 hours a day, seven days a week. Members may call NurseLine to ask if they need to go to the urgent care center, the emergency room or to schedule an appointment with their PCP. Our nurses also help educate members about staying healthy. Call **855-202-0992** to reach a nurse.

Quit for Life®

The Quit For Life® Program is the nation's leading phone-based tobacco cessation program. It uses physical, psychological and behavioral strategies to help members take responsibility for and overcome their tobacco addiction. Using a mix of medication support, phone-based coaching, and web-based learning tools, the Quit For Life Program produces an average quit rate of 25.6 percent for a Medicaid population. It also has an 88 percent member satisfaction. Quit for Life is for members 18 years and older.

SUD Recovery Coaching

Our SUD (Substance Use Disorder) recovery coach works with members to develop coping skills. Skills include encouragement, safety and a sense of responsibility for their own recovery. This benefit also emphasizes support to those with a behavioral health diagnosis while working through SUD treatment and recovery.

Eligible members are identified through predictive modeling and claims data, a health risk assessment (HRA) or your referral.

Traditional Native American Healing Benefit

We provide a \$250 twice a year for inpatient traditional healing benefit and up to \$200 once per year outpatient.

Transition to Adulthood

ON MY WAY

On My Way teaches youth how to navigate complex social support systems, including health care. Members can access On My Way through our care management system.

Our interactive mobile and web-enabled game gives the support/guidance they need and want.

Weight Control

This program enrollment is offered to qualifying members so they may learn valuable skills about healthy eating and weight loss. Upon referral by your PCP, members will receive Weight Watchers meeting vouchers to attend up to 13 meetings.

Women, Infants and Children Program

WIC is the special supplemental nutrition program for women, infants, and children funded by the United States Department of Agriculture. County health departments, community and RHC, and community action agencies provide WIC services. Help ensure all pregnant women and children younger than 5 years of age are referred to WIC. For more information or to find the WIC Program in your county, go to nutritionnc.com/wic/index.htm.

Chapter 7: Mental Health and Substance Use

United Behavioral Health, operating under the brand Optum, administers mental health and substance use disorder (SUD) benefits for UnitedHealthcare Community Plan members. The Optum National Network Manual generally applies to all types of business. Some sections may apply differently based on state law.

The Optum National Network Manual is located on providerexpress.com.

This chapter does not replace the Optum National Network Manual. Rather, it supplements the national manual by focusing on Medicaid's specific services and procedures.

You must have a National Provider Identifier (NPI) number to see Medicaid members and receive payment from UnitedHealthcare Community Plan.

To request an ID number, go to the NC DHHS website at medicaid.ncdhhs.gov. Click on "Providers," then "Provider Enrollment."

Credentialing

Credentialing information is available at providerexpress.com > Clinical Resources > Guidelines/Policies & Manuals > Credentialing Plans > Optum.

Covered Services

UnitedHealthcare Community Plan offers covered behavioral health services for mental, emotional and substance use disorders. We offer care management to help members, clinicians, and PCPs using and offering behavioral health services. We provide information and tools for mental health and substance abuse diagnoses, symptoms, treatments, prevention and other resources in one place.

liveandworkwell.com, accessed through a link on myuhc.com, includes mental health and well-being information, articles on health conditions, addictions and coping, and provides an option for members to take self-assessments on a variety of topics, read articles and locate community resources.



For member resources, go to providerexpress.com. Go to the Live and Work Well (LAWW) clinician center. Locate Health Condition Centers at the Clinical Resources tab.

Provider Express has resources for behavioral and medical care providers. The [Provider Express Recovery and Resiliency](#) page includes tools to help members addressing mental health and substance use issues. The [Behavioral Health Toolkit](#) includes screening tools and other resources.

Benefits include:

- Behavioral Health Crisis Risk Assessment and Intervention (BH-CAI)
- Mobile crisis management
- Medically supervised or ADATC detox crisis stabilization
- Inpatient psychiatric hospital (acute)
- Outpatient assessment and treatment:
 - Partial hospitalization
 - Ambulatory detoxification and non-hospital medical detoxification
 - Outpatient Plus
 - Medication management
 - Outpatient therapy (individual, family, or group)
 - SUD treatment
 - Psychological evaluation and testing
 - Initial diagnostic interviews

- Child-parent psychotherapy
- Electroconvulsive therapy
- Telemental health/virtual visits
- Rehabilitation services
- Day treatment

The following are available in lieu of services:

- Behavioral Health Urgent Care (BHUC): An alternative to hospital ER services, this helps members with urgent behavioral health crisis needs see behavioral health professionals faster.
- Institutions for Mental Disease (IMD) for acute psychiatric care: We offer members more choices for places to receive acute mental health hospitalization, so we are covering placement in freestanding psychiatric centers.

Eligibility

Verify the UnitedHealthcare Community Plan member's Medicaid eligibility on day of service before treating them. View eligibility online on the Eligibility and Benefits application on Link at [UHCprovider.com](https://www.uhcprovider.com).

Authorizations

Members may access all routine behavioral health outpatient services (mental health and substance use) without a referral. Prior authorization may be required for more intensive services, such as intensive outpatient program; day treatment; or partial or inpatient care. Help ensure prior authorizations are in place before rendering non-emergent services. Get prior authorization by going to [UHCprovider.com/priorauth](https://www.uhcprovider.com/priorauth) or calling **877-614-0484**.

Collaboration with Other Health Care Professionals

COORDINATION OF CARE

When a member is receiving services from more than one professional, you must coordinate to deliver complete, safe and effective care. This is especially true when the

member:

- Is prescribed medication,
- Has coexisting medical/psychiatric symptoms, or
- Has been hospitalized for a medical or psychiatric condition.

Talk to members about the benefits of sharing essential clinical information.

Portal Access

Website: [UHCprovider.com](https://www.uhcprovider.com)

Access Link, the gateway to UnitedHealthcare Community Plan's online tools, on this site. Use the tools to verify eligibility, review electronic claim submission and view claim status.

View the Prior Authorization list, find forms and access the care provider manual. Or call the Provider Services at **800-638-3302** to verify eligibility and benefit information (available 8 a.m. – 6 p.m. Eastern Time, Monday through Saturday).

Website: [providerexpress.com](https://www.providerexpress.com)

Update provider practice information, review guidelines and policies, and view the Optum National Network Manual. Or call United Behavioral Health Provider Services at **877-614-0484**.

Claims

Submit claims using the 1500 Claim Form (v 02/12) or UB-04 form, whichever is appropriate. Use applicable coding, including ICD diagnosis code(s), CPT, Revenue and HCPCS coding. Include all necessary data to process a complete claim. Find out more about filing claims in Chapter 11.

Monitoring Audits

We conduct routine care provider on-site audits. These audits focus on the physical environment, policies and procedures, and quality record documentation.

Addressing the Opioid Epidemic

Combating the opioid epidemic must include prevention, treatment, recovery and harm reduction.

BRIEF SUMMARY OF FRAMEWORK

- Prevention:
 - Prevent Opioid-Use Disorders before they occur through pharmacy management, provider practices, and education.
- Treatment:
 - Access and reduce barriers to evidence-based and integrated treatment.
- Recovery:
 - Support case management and referral to person-centered recovery resources.
- Harm Reduction:
 - Access to Naloxone and facilitating safe use, storage, and disposal of opioids.
- Strategic community relationships and approaches:
 - Tailor solutions to local needs.
- Enhanced solutions for pregnant mom and child:
 - Prevent neonatal abstinence syndrome and supporting moms in recovery.
- Enhanced data infrastructure and analytics:
 - Identify needs early and measure progress.

INCREASING EDUCATION & AWARENESS OF OPIOIDS

It is critical you are up-to-date on the cutting edge research and evidence-based clinical practice guidelines. We keep Opioid Use Disorders (OUD) related resources available on our provider portal to help ensure you have the information you need, when you need it. We maintain toolkits that includes screening tools, guidelines and other resources related to substance use, opioid abuse and pain management. Find these toolkits at providerexpress.com on the Medical Providers page. We also work to help ensure you have the educational resources you need. For example, our Drug Utilization Review Provider Newsletter includes opioid trends, prescribing, and key resources.

Access these resources at UHCprovider.com. Then click “Drug Lists and Pharmacy”. Click Resource Library to find a list of tools and education.

PRESCRIBING OPIOIDS

Go to our [Drug Lists and Pharmacy page](#) to learn more about which opioids require prior authorization and if there are prescription limits.

PHARMACY LOCK-IN

Pharmacy lock-ins minimize drug abuse of controlled substances, such as opioids and benzodiazepines. Pharmacy lock-ins identify and manage members who meet criteria as defined in N.C. Gen. Stat. § 108A-68.2.

The Medicaid or North Carolina Health Choice member must select a single prescriber and pharmacy within the PHP network to get covered substances. The PHP may select one if the member does not. To be eligible for the lock-in program, the member must meet any of the following criteria:

- Filled six or more prescriptions for covered substances in two consecutive months
- Received prescriptions for covered substances from three or more care providers within two consecutive months
- Recommended as a candidate for lock-in by a care provider.

All members enrolled in the lock-in program will be provided care coordination. Plus, they will be reassessed at maximum every two years for continued eligibility.

Expanding Medication Assisted Treatment Access & Capacity

Evidence-based medication-assisted treatment (MAT) treatment is central to OUD treatment. MAT takes a chronic condition approach and incorporates medication use in addition to other services, such as counseling, cognitive behavioral therapies, and recovery support, to provide a comprehensive approach to OUD. We expand MAT access and help ensure we have an adequate member MAT network.



For more information about MAT, go to providerexpress.com.

To find a behavioral MAT provider in North Carolina:

1. Go to UHCprovider.com.
2. Select “Find a Care Provider” from the menu on the home page
3. Select under “Specialty Directory and Tools” the option of Optum Behavioral Health, EAP, Worklife & Mental Health Services
4. Click on “Search for a Behavioral Health Provider”
5. Enter “(city)” and “(state)” for options
6. If needed, refine the search by selecting “Medication Assisted Treatment”

We contract with OUD Centers of Excellence (where available), which are designated as premier facilities to help ensure people with OUD stay in treatment and receive appropriate follow-up care and supports within their communities.



For more information, go to providerexpress.com.

Chapter 8: Member Rights and Responsibilities

Our Member Handbook has a section on member rights and responsibilities. In it, we ask that members treat you with respect and courtesy.

Privacy Regulations

HIPAA privacy regulations offer full federal protection to protect member health care information. These regulations control the internal and external uses and disclosures of such data. They also assert member rights.

ACCESS TO PROTECTED HEALTH INFORMATION

Members may access their medical records or billing information either held at your office or through us. If their information is electronic, they may ask that you or us send a copy in an electronic format. They may also ask that a copy of their information be provided to a third party.

AMENDMENT OF PHI

Our members have the right to ask that information be changed if they believe it is inaccurate or incomplete. Any request must be in writing and explain why they want the change. This request must be acted on within 60 days. The timing may be extended 30 days with written notice to the member. If the request is denied, members may have a disagreement statement added to their health information.

ACCOUNTING OF DISCLOSURES

Our members have the right to request an accounting of certain disclosures of their PHI, made by you or us, during six years prior to the request. This accounting must include disclosures by business associates. It will not include disclosures made:

- For treatment, payment and health care operations purposes

- To members or pursuant to member's authorization
- To correctional institutions or law enforcement officials
- For which federal law does not need us to give an accounting

RIGHT TO REQUEST RESTRICTIONS

Members have the right to ask you or us to restrict the use and disclosures of their PHI for treatment, payment and health care operations. This request may be denied. If it is granted, the covered entity is bound by any restriction to which is agreed. Document these restrictions. We must agree to restrict disclosure. Members may request to restrict disclosures to family members or to others who are involved in their care or its payment.

RIGHT TO REQUEST CONFIDENTIAL COMMUNICATIONS

Members have the right to request communications from you or us be sent to a separate location or other means. Accommodate reasonable requests, especially if the member states disclosure could endanger them. Requests for confidential communication do not require a member explanation. Keep a written copy of the request.

Member Rights and Responsibilities

The following information is in the Member Handbook at the following link under the Member Information tab: [UHCCommunityPlan.com](https://www.uhc.com/MemberInformation).

NATIVE AMERICAN ACCESS TO CARE

Native American members can access care to tribal clinics and Indian hospitals without approval.

MEMBER RIGHTS AND RESPONSIBILITIES

Your Rights

As a member of UnitedHealthcare Community Plan, you have a right to:

- Be cared for with respect, without regard for health status, sex, race, color, religion, national origin, age, marital status, sexual orientation or gender identity
- Be told where, when and how to get the services you need from UnitedHealthcare Community Plan
- Be told by your PCP what health issues you may have, what can be done for you and what will likely be the result, in language you understand.
- Get a second opinion about your care
- Give your approval of any treatment
- Give your approval of any plan for your care after that plan has been fully explained to you
- Refuse care and be told what you may risk if you do
- Get a copy of your medical record and talk about it with your PCP
- Ask, if needed, that your medical record be amended or corrected
- Be sure that your medical record is private and will not be shared with anyone except as required by law, contract or with your approval
- Use the UnitedHealthcare Community Plan complaint process to settle complaints
- Use the State Fair Hearing system
- Appoint someone you trust (relative, friend or lawyer) to speak for you if you are unable to speak for yourself about your care and treatment
- Receive considerate and respectful care in a clean and safe environment free of unnecessary restraints

Your Responsibilities

As a member of UnitedHealthcare Community Plan, you agree to:

- Work with your PCP to protect and improve your health
- Find out how your health plan coverage works
- Listen to your PCP's advice and ask questions
- Call or go back to your PCP if you do not get better or ask for a second opinion
- Treat health care staff with the respect
- Tell us if you have problems with any health care staff

by calling Member Services at 800-349-1855

- Keep your appointments. If you must cancel, call as soon as you can
- Use the emergency department only for emergencies
- Call your PCP when you need medical care, even if it is after hours

Our member rights and responsibilities help uphold the quality of care and services they receive from you. The three primary member responsibilities as required by the National Committee of Quality Assurance (NCQA) are to:

- Supply information (to the extent possible) to UnitedHealthcare Community Plan and to you that is needed for you to provide care.
- Follow care to which they have agreed.
- Understand their condition and take part in developing mutually agreed-upon treatment goals, to the degree possible.

Chapter 9: Medical Records

Medical Record Charting Standards

You are required to keep accurate, timely and complete medical records, which fosters efficient and quality member care. You are subject to our periodic quality medical record review. The review determines compliance to the following requirements:

Topic	Contact
Confidentiality of Record	Office policies and procedures exist for: <ul style="list-style-type: none"> • Privacy of the member medical record. • Initial and periodic training of office staff about medical record privacy. • Release of information. • Record retention. • Availability of medical record if housed in a different office location.
Record Organization	<ul style="list-style-type: none"> • Have a policy that provides medical records upon request. Urgent situations require copies be provided within 48 hours. • Maintain medical records in a current, detailed, organized and comprehensive manner. The records should be: <ul style="list-style-type: none"> - In order. - Fastened, if loose. - Separate for each member. - Filed in a manner for easy retrieval. - Readily available to the treating care provider where the member generally receives care. - Promptly sent to specialists upon request. • Medical records are: <ul style="list-style-type: none"> - Stored in a manner that helps ensure privacy. - Released only to entities as designated consistent with federal requirements. - Kept in a secure area accessible only to authorized personnel.

Topic	Contact
Procedural Elements	<p>Medical records are readable*</p> <ul style="list-style-type: none"> • Sign and date all entries. • Member name/identification number is on each page of the record. • Document language or cultural needs. • Medical records contain demographic data that includes name, identification numbers, date of birth, gender, address, phone number(s), employer, contact information, marital status and an indication whether the member’s first language is something other than English. • Procedure for monitoring and handling missed appointments is in place. • An advance directive is in a prominent part of the current medical record for adults 18 years and older, emancipated minors and minors with children. Adults 18 years and older, emancipated minors and minors with children are given information about advance directives. • Include a list of significant illnesses and active medical conditions. • Include a list of prescribed and over-the-counter medications. Review it annually.* • Document the presence or absence of allergies or adverse reactions.*
History	<p>An initial history (for members seen three or more times) and physical is performed. It should include:</p> <ul style="list-style-type: none"> • Medical and surgical history* • A family history that includes relevant medical history of parents and/or siblings • A social history that includes information about occupation, living situations, education, smoking, alcohol use, and/or substance abuse use/ history beginning at age 11 • Current and history of immunizations of children, adolescents and adults • Screenings of/for: <ul style="list-style-type: none"> - Recommended preventive health screenings/tests - Depression - High-risk behaviors such as drug, alcohol and tobacco use; if present, advise to quit - Medicare members for functional status assessment and pain - Adolescents on depression, substance abuse, tobacco use, sexual activity, exercise and nutrition and counseling as appropriate

Topic	Contact
<p>Problem Evaluation and Management</p>	<p>Documentation for each visit includes:</p> <ul style="list-style-type: none"> • Appropriate vital signs (Measurement of height, weight, and BMI annually) <ul style="list-style-type: none"> - Chief complaint* - Physical assessment* - Diagnosis* - Treatment plan* • Tracking and referral of age and gender appropriate preventive health services consistent with Preventive Health Guidelines. • Documentation of all elements of age appropriate federal Early, Periodic, Screening, Diagnosis and Treatment (EPSDT). • Clinical decisions and safety support tools are in place to ensure evidence based care, such as flow sheets. • Treatment plans are consistent with evidence-based care and with findings/diagnosis: <ul style="list-style-type: none"> - Timeframe for follow-up visit as appropriate - Appropriate use of referrals/consults, studies, tests • X-rays, labs consultation reports are included in the medical record with evidence of care provider review. • There is evidence of care provider follow-up of abnormal results. • Unresolved issues from a previous visit are followed up on the subsequent visit. • There is evidence of coordination with behavioral health care provider. • Education, including lifestyle counseling, is documented. • Member input and/or understanding of treatment plan and options is documented. • Copies of hospital discharge summaries, home health care reports, emergency room care, practitioner are documented.

*Critical element

SCREENING AND DOCUMENTATION TOOLS

These tools were developed to help you follow regulatory requirements and practice.

Medical Record Review

On an ad hoc basis, we conduct a review of our members' medical records. We expect you to achieve a passing score of 85% or better. To achieve this score, the medical records you maintain should contain an initial health assessment, including a baseline comprehensive medical history. This assessment should be completed in less than two visits, with ongoing physical assessments occurring on following visits. It should also include:

- Problem list with:
 - Biographical data with family history.
 - Past and present medical and surgical intervention.
 - Significant medical conditions with date of onset and resolution.
 - Documentation of education/counseling regarding HIV pre- and post-test, including results.
- Entries dated and the author identified.
- Legible entries.
- Medication allergies and adverse reactions (or note if none are known).
- Easily known past medical history. This should include serious illnesses, injuries and operations (for members seen three or more times). For children and adolescents (18 years or younger), this includes prenatal care, birth, operations and childhood illnesses.
- Medication record, including names of medication, dosage, amount dispensed and dispensing instructions.
- Immunization record.
- Tobacco habits, alcohol use and substance abuse (12 years and older).
- Copy of advance directive, or other document as allowed by state law, or notate member does not want one.
- History of physical examination (including subjective and objective findings).

- Unresolved problems from previous visit(s) addressed in subsequent visits; Diagnosis and treatment plans consistent with finding.
- Lab and other studies as appropriate.
- Member education, counseling and/or coordination of care with other care providers.
- Notes regarding the date of return visit or other follow-up.
- Consultations, lab, imaging and special studies initialed by primary care provider to indicate review.
- Consultation and abnormal studies including follow-up plans.

Member hospitalization records should include, as appropriate:

- History and physical
- Consultation notes
- Operative notes
- Discharge summary
- Other appropriate clinical information
- Documentation of appropriate preventive screening and services
- Documentation of behavioral health assessment (CAGE-AID, TWEAK AND PHQ-9)

Chapter 10: Quality Management (QM) Program and Compliance Information

What is the Quality Improvement Program?

UnitedHealthcare Community Plan's complete Quality Improvement program falls under the leadership of the CEO and the chief medical officer. A copy of our Quality Improvement program is available upon request.

The program consists of:

- Identifying the scope of care and services given.
- Developing clinical guidelines and service standards.
- Monitoring and assessing the quality and appropriateness of services given to our members based on the guidelines.
- Promoting wellness and preventive health, as well as chronic condition self-management.
- Maintaining a network of providers that meets adequacy standards.
- Striving for improvement of member health care and services.
- Monitoring and enhance patient safety.
- Tracking member and provider satisfaction and take actions as appropriate

As a participating care provider, you may offer input through representation on our Quality Improvement Committees and your provider services representative/provider advocate.

COOPERATION WITH QUALITY-IMPROVEMENT ACTIVITIES

You must comply with all quality-improvement activities. These include:

- Providing requested timely medical records.
- Cooperating with quality-of-care investigations. For example, responding to questions and/or completing quality-improvement action plans.
- Taking part in quality audits, such as site visits and medical record standards reviews. You must also take part in the annual Healthcare Effectiveness Data and Information Set (HEDIS®) record review.
- Providing requested medical records at no cost (or as indicated in your Agreement with us). You may do so during site visits or by email, secure email or secure fax.
- Completing appointment access and availability surveys.
- Allowing the plan to use your performance data.
- Offering Medicaid members the same number of office hours as commercial members (or don't restrict office hours you offer Medicaid members).

Care Provider Satisfaction

Every year, UnitedHealthcare Community Plan conducts care provider satisfaction assessments as part of our quality improvement efforts. We assess and promote your satisfaction through:

- Annual care provider satisfaction surveys.
- Regular visits.
- Town hall meetings.

Our main concern with the survey is objectivity. That's why we engage independent market research firm Center for the Study of Services (CSS) to analyze and report findings.

Survey results are reported to our Quality Management Committee. It compares the results year over year as well as to other UnitedHealthcare Community Plan plans across the country. The survey results include key strengths and improvement areas. Additionally, we carry out improvement plans as needed.

Credentialing Standards

UnitedHealthcare Community Plan credentials and re-credentials you according to applicable North Carolina statutes and the National Committee of Quality Assurance (NCQA). The following items are required to begin the credentialing process:

- A completed credentialing application, including Attestation Statement
- Current medical license
- Current Drug Enforcement Administration (DEA) certificate
- Current professional liability insurance

We verify information from primary sources regarding licensure, education and training. We also verify board certification and malpractice claims history.

Credentialing and Recredentialing Process

Our credentialing and recredentialing process determines whether you are a good fit for our care provider network.

You must go through the credentialing and recredentialing process before you may treat our members.

We make quality determinations based on state license, education/training/board certification, state licensing board actions, Medicare/Medicaid sanctions. We also verify DEA/CDS certification, malpractice history and work history.

We accept care provider credentialing and verified information from NC DHHS or a designated NC DHHS vendor. We will not request more credentialing information from you without NC DHHS's written prior approval. We are not prohibited from collecting other information from you necessary for contracting processes. However, that information will not be used for making quality determinations.

A transition period will be in place until NC DHHS fully implements a Provider Data Management/Credentialing Verification Organization (PDM/CVO). NC DHHS has engaged a Provider Data Contractor (PDC) to supplement the current enrollment and credentialing process. The period before the PDM/CVO has achieved full implementation will be considered the care provider credentialing transition period.

We will make timely referrals to our Provider Network Participation Committee of care providers identified as potential network providers. The referral will include all credentialing and verified information pertaining to the care provider as provided by NC DHHS.

CARE PROVIDERS SUBJECT TO CREDENTIALING AND RE-CREDENTIALING

UnitedHealthcare Community Plan evaluates the following practitioners:

- MDs (Doctors of Medicine)
- DOs (Doctors of Osteopathy)
- DDSs (Doctors of Dental Surgery)
- DMDs (Doctors of Dental Medicine)
- DPMs (Doctors of Podiatric Surgery)
- DCs (Doctors of Chiropractic)
- CNMs (Certified Nurse Midwives)
- CRNPs (Certified Nurse Practitioners)
- Behavioral Health Clinicians (Psychologists, Clinical Social Workers, Masters Prepared Therapists)

Organizational providers (e.g., hospitals, home health agencies, skilled nursing facilities, ambulatory surgery centers, long-term services and supports providers) are also subject to applicable requirements

Excluded from this process are those who:

- Practice only in an inpatient setting,
- Hospitalists employed only by the facility; and/or
- Nurse practitioners and physician assistants who practice under a credentialed UnitedHealthcare Community Plan care provider.

UnitedHealthcare Community Plan does not make credentialing and recredentialing decisions based on race, ethnic/national identity, gender, age, sexual orientation or the type of procedure or patient in which the practitioner specializes.

The National Credentialing Center (NCC) completes these reviews. Find applications on the Council for Affordable Quality Healthcare (CAQH) website.



First-time applicants must call the [National Credentialing Center \(VETTS line\)](#) to get a CAQH number and complete the application online.



For chiropractic credentialing, call **800-873-4575** or go to myoptumhealthphysicalhealth.com.

Submit the following supporting documents to CAQH after completing the application:

- Curriculum vitae
- Medical license
- DEA certificate
- Malpractice insurance coverage
- IRS W-9 Form

Peer Review

CREDENTIALING PROCESS

Our Provider Network Participation Committee reviews all credentialing applications and makes a quality determination. Non-network care providers may appeal our adverse quality determination. We will notify you of the decision in writing within five business days of the review.

RECREREDENTIALING PROCESS

UnitedHealthcare Community Plan recredentials practitioners every three years. This process helps assure you update time-limited documentation and identify legal and health status changes. We also verify that you follow UnitedHealthcare Community Plan's guidelines, processes and care provider performance standards. You are notified before your next credentialing cycle to complete your application on the CAQH website. Not responding to our request for recredentialing information results in administrative termination of privileges as a UnitedHealthcare Community Plan care provider. You have three chances to answer the request before your participation privileges are terminated.

During the care provider credentialing transition period, we apply objective quality standards to contracted providers no less frequently than every five years, consistent with the NC DHHS policy and procedure.

After this credentialing transition period, we apply objective quality standards to contracted care providers every three years, consistent with NC DHHS policy and procedure, unless otherwise notified by NC DHHS.

PERFORMANCE REVIEW

As part of the recredentialing process, UnitedHealthcare Community Plan looks in its Quality Management database for information about your performance. This includes member complaints and quality of care issues.

APPLICANT RIGHTS AND NOTIFICATION

You have the right to review information you submitted to support your credentialing/recredentialing application. This excludes personal or professional references or peer review protected information. You have the right to correct erroneous information you find. You may call the NCC to correct your information at any time. If the NCC finds erroneous information, a representative will contact you by fax or in writing. You must submit corrections within 30 days of notification by phone, fax or in writing to the number or address the NCC representative provided. You also have the right to receive the status of your credentialing or recredentialing application by calling the NCC (VETTS) number listed in How to Contact Us.

CONFIDENTIALITY

The credentialing/recredentialing process and the information obtained through it is confidential. All individuals with file access are responsible to assure that all credentialing/recredentialing information remains confidential, except as otherwise provided by law.

UnitedHealthcare Community Plan is prohibited from using, disclosing or sharing your credentialing information for any purpose other than use in Medicaid Managed Care without the express, written consent of you and the NC DHHS.

MEDICAID-ENROLLED PROVIDER

You must be enrolled with the Department as a North Carolina Medicaid care provider, consistent with applicable provider disclosure, screening and enrollment requirements.

HIPAA Compliance – Your Responsibilities

HEALTH INSURANCE PORTABILITY AND ACCOUNTABILITY ACT

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 aims to improve the efficiency and effectiveness of the United States health care system. While the Act's core goals were to maintain insurance coverage for workers and fight health care fraud and abuse, its Administrative Simplification provisions have had the greatest impact on how the health care industry works. UnitedHealthcare Community Plan is a "covered entity" under these regulations. So are all health care providers who conduct business electronically.

TRANSACTIONS AND CODE SETS

If you conduct business electronically, submit claims using the standard formats adopted under HIPAA. Otherwise, submit claims using a clearinghouse.

UNIQUE IDENTIFIER

HIPAA also requires unique identifiers for employers, health care providers, health plans and individuals for use in standard transactions.

NATIONAL PROVIDER IDENTIFIER

The National Provider Identifier (NPI) is your standard unique identifier. It is a 10-digit number with no embedded intelligence that covered entities must accept and use in standard transactions. While HIPAA only requires you to use the NPI in electronic transactions, many state agencies require it on fee-for-service claims and on encounter submissions. For this reason, UnitedHealthcare Community Plan requires the NPI on paper transactions.

The NPI number is issued by the National Plan and Provider Enumeration System (NPPES). Share it with all affected trading partners, such as care providers to whom you refer patients, billing companies and UnitedHealthcare Community Plan.

PRIVACY OF INDIVIDUALLY IDENTIFIABLE HEALTH INFORMATION

The privacy regulations limit how health plans, pharmacies, hospitals and other covered entities can use members' medical information. The regulations protect medical records and other identifiable health information. This includes electronic, paper or spoken data.

They enhance consumers' rights by giving them access to their health information and controlling its inappropriate use. They also improve health care delivery by extending the privacy efforts of states and health systems to a national level.

SECURITY

Covered entities must meet basic security measures:

- Help ensure the confidentiality, integrity and availability of all electronic protected health information (PHI) the covered entity creates,
- Protect against any reasonably anticipated threats, uses or disclosures of information not permitted or required under the Privacy Regulations, and
- Help ensure compliance with the security regulations by the covered entity's staff.

UnitedHealthcare Community Plan expects you to comply with all HIPAA regulations.



Find additional information on HIPAA regulations at [cms.hhs.gov](https://www.cms.hhs.gov).

Ethics & Integrity

INTRODUCTION

UnitedHealthcare Community Plan is dedicated to conducting business honestly and ethically with you, members, suppliers and government officials and agencies. Making sound decisions as we interact with you, other health care providers, regulators and others is necessary for our continued success and that of our business associates. It's also the right thing to do.

COMPLIANCE PROGRAM

As a segment of UnitedHealth Group, UnitedHealthcare Community Plan is governed by the UnitedHealth Group Ethics and Integrity program. The UnitedHealthcare Community Plan Compliance program incorporates the required seven elements of a compliance program as outlined by the U.S. Sentencing Guidelines:

- Oversight of the Ethics and Integrity program.
- Development and implementation of ethical standards and business conduct policies.
- Creating awareness of the standards and policies by educating employees.
- Assessing compliance by monitoring and auditing.
- Responding to allegations of violations.
- Enforcing policies and disciplining confirmed misconduct or serious neglect of duty.
- Reporting mechanisms for workers to alert management and/or the Ethics and Integrity program staff to violations of law, regulations, policies and procedures, or contractual obligations.

UnitedHealthcare Community Plan has compliance officers for each health plan. In addition, each health plan has a compliance committee consisting of senior managers from key organizational areas. The committee provides program direction and oversight.

REPORTING AND AUDITING

Report any unethical, unlawful or inappropriate activity by a UnitedHealthcare Community Plan employee to a UnitedHealthcare Community Plan senior manager or directly to the Compliance Office.

UnitedHealthcare Community Plan's Special Investigations

Unit (SIU) is an important part of the Compliance program. The SIU focuses on prevention, detection and investigation of potentially fraudulent and abusive acts committed by care providers and members. This department oversees coordination of anti-fraud activities.



To facilitate the reporting process of questionable incidents involving members or care providers, call our [Fraud and Abuse line](#).

Please refer to the Fraud, Waste and Abuse section of this manual for more details about the UnitedHealthcare Community Plan Fraud, Waste and Abuse program.

An important aspect of the Compliance program is assessing high-risk areas of UnitedHealthcare Community Plan operations and implementing reviews to help ensure compliance with law, regulations and policies/contracts. When informed of potentially inappropriate or fraudulent practices within the plan or by you, UnitedHealthcare Community Plan will conduct an investigation. You must cooperate with the company and government authorities. This means giving access to pertinent records (as required by your applicable Provider Agreement and this manual) as well as access to office staff. If we establish activity in violation of law or regulation, we will advise appropriate governmental authorities.

If you become the subject of a government inquiry or investigation, or a government agency requests documents relating to your operations (other than a routine request for documentation), you must provide UnitedHealthcare Community Plan with the details. You must also reveal what triggered the inquiry.

EXTRAPOLATION AUDITS OF CORPORATE-WIDE BILLING

UnitedHealthcare Community Plan will work with the state of North Carolina to perform "individual and corporate extrapolation audits." This may affect all programs supported by dual funds (state and federal funding) as well as state-funded programs, as requested by the North Carolina Department of Health and Human Services.

RECORD RETENTION, REVIEWS AND AUDITS

You must maintain an adequate record-keeping system for recording services, charges, dates and all other commonly accepted information for services rendered to

our members. Records must be kept for at least 10 years from the close of the North Carolina program agreement between the state and UnitedHealthcare Community Plan or another period as required by law. If records are under review, they must be retained until the audit is complete. UnitedHealthcare Community Plan and its affiliated entities (including OptumHealth) will request and obtain prior approval from you for the records under review or inspection. You agree to refund the state any overpayment disclosed by any such audit.

If any litigation, claim, negotiation, audit or other action involving the records has been started before the 10-year period ends, you agree to keep the records until one year after the resolution of all issues that come from it. The state may also perform financial, performance and other special audits on such records during business hours throughout your Provider Agreement.

To help ensure members receive quality services, you must also comply with requests for on-site reviews conducted by the state. During these reviews, the state will address your capability to meet North Carolina program standards.

You must cooperate with the state or any of its authorized representatives, the North Carolina Department of Health and Human Services, the Centers for Medicare & Medicaid Services, the Office of Inspector General, or any other agency prior-approved by the state, at any time during your Provider Agreement.

These entities may, at all reasonable times, enter your premises. You agree to allow access to and the right to audit, monitor and examine any relevant books, documents, papers and records to otherwise evaluate (including periodic information systems testing) your performance and charges.

We will perform reviews and audits without delaying your work. If you refuse to allow access, this will constitute a breach of your Provider Agreement.

DELEGATING AND SUBCONTRACTING

If you delegate or subcontract any function, the delegate or subcontractor must include all requirements of your applicable Provider Agreement and this manual.

Office Site Quality

UnitedHealthcare Community Plan and affiliates monitor complaints for quality of services (QOS) concerning participating care providers and facilities. Complaints about you or your site are recorded and investigated. We conduct appropriate follow-up to assure that members receive care in a safe, clean and accessible environment. For this reason, UnitedHealthcare Community Plan has set Clinical Site Standards for all primary care provider office sites to help ensure facility quality.

UnitedHealthcare Community Plan requires you and your facilities meet the following site standards:

- Clean and orderly overall appearance.
- Available handicapped parking.
- Handicapped accessible facility.
- Available adequate waiting room space
- Adequate exam rooms for providing member care.
- Privacy in exam rooms.
- Clearly marked exits.
- Accessible fire extinguishers.
- Post file inspection record in the last year.

CRITERIA FOR SITE VISITS

The following table outlines the criteria used to require a site visit. When the threshold is met, we conduct a site visit according to UnitedHealthcare Community Plan policy.

QOS Issue	Criteria	Threshold
Issue may pose a substantive threat to patient's safety	Access to facility in poor repair to pose a potential risk to patients Needles and other sharps exposed and accessible to patients Drug stocks accessible to patients Other issues determines to pose a risk to patient safety	One complaint
Issues with physical appearance, physical accessibility and adequacy of waiting and examination room space	Access to facility in poor repair to pose a potential risk to patients Needles and other sharps exposed and accessible to patients Drug stocks accessible to patients Other issues determines to pose a risk to patient safety	Two complaints in six months
Other	All other complaints concerning the office facilities	Three complaints in six months

Chapter 11: Billing and Submission

Our Claims Process



For claims, billing and payment questions, go to UHCprovider.com.

UnitedHealthcare Community Plan follows the same claims process as UnitedHealthcare.



For a complete description of the process, go to UHCprovider.com/guides > View online version > Chapter 9 Our Claims Process.

National Provider Identifier

HIPAA requires you have a unique National Provider Identifier (NPI). The NPI identifies you in all standard transactions.



If you have not applied for a NPI, contact [National Plan and Provider Enumeration System \(NPPES\)](#). Once you have an identifier, report it to UnitedHealthcare Community Plan. Call [Provider Services](#).

Your clean claims must include your NPI and Federal Tax Identification Number. Also include the Unique Care Provider Identification Number (UPIN) laboratory claims. All NPIs or APIs (state atypical ID) submitted on a claim must be active on the North Carolina state provider credential file for the date of service and submit their taxonomy for billing, rendering or attending.

General Billing Guidelines

We only consider reimbursing claims if you met billing and coverage requirements. Submitting a referral does not guarantee we will pay you. Payment depends on the member's coverage on the dates of service, medical

necessity, plan rules about limitations and exclusions, and UnitedHealthcare Community Plan policies. We don't reimburse excessive, inappropriate or non-covered charges. To comply with applicable standards, policies and law, we may adjust previous payments for services and audit claims. We may seek reimbursement for overpayments or offset future payments as allowed by law.

Fee Schedule

Reimbursements also depend on the fee schedule and the procedure performed. Refer to your bulletins for correct coding.

Modifier Codes

Use the appropriate [modifier codes](#) on your claim form. The modifier must be used based on the date of service.

Member ID Card for Billing

The member ID card has both the UnitedHealthcare Community Plan member ID and the state Document Control Number (DCN). UnitedHealthcare Community Plan prefers you bill with the member ID.

Acceptable Claim Forms

UnitedHealthcare Community Plan only processes claims submitted on 1500 and UB-04 claim forms.

Use the 02/12 1500 form for ancillary services, ambulatory surgery centers, urgent care centers and hospital services.

Use the UB-04 form for hospital inpatient and outpatient

services, dialysis services, skilled nursing homes inpatient services, long-term care facilities, hospice services and other care providers.

Clean Claims and Submission Requirements

Complete a CMS-1500 or UB-04 form whether you submit an electronic or a paper claim. Clean claims have:

- A health service provided by an eligible health care provider to a covered UnitedHealthcare Community Plan member.
- All the required documentation, including correct diagnosis and procedure codes.
- The correct amount claimed.

We may require additional information for some services, situations or state requirements.

Submit any services completed by nurse practitioners or physician assistants who are part of a collaborative agreement.

Care Provider Coding

UnitedHealthcare Community Plan complies with Early and Periodic Screening, Diagnostic and Treatment (EPSDT) state standards based on claims data and chart review. Use the UnitedHealthcare ICD-10-CM Code Lookup Tool to find an ICD-9 or ICD-10 code.

Electronic Claims Submission and Billing

You may submit claims by electronic data interchange (EDI). EDI offers less paperwork, reduced postage, less time spent handling claims and faster turnaround.

- OptumInsight can provide you with clearinghouse connectivity or your software vendor can connect through an entity that uses OptumInsight.
- All claims are set up as “commercial” through the clearinghouse.
- Our payer ID is 87726.
- Clearinghouse Acknowledgment Reports and Payer-Specific Acknowledgment Reports identify claims

that don't successfully transmit.

- We follow CMS National Uniform Claim Committee (NUCC) and National Uniform Billing Committee (NUBC) guidelines for HCFA 1500 and UB-04 forms.

If you treat another diagnosis, use that ICD CM code as well.



For more information, contact [EDI Claims](#). You can also see [enshealth.com](https://www.enshealth.com) or contact [Provider Services](#).

EDI Companion Documents

UnitedHealthcare Community Plan's companion documents are intended to share information within Implementation Guides (IG) adopted by HIPAA. The companion documents identify the data content requested when it is electronically transmitted. UnitedHealthcare Community Plan uses companion documents to:

- Clarify data content that meets the needs of the health plan's business purposes when the IG allows multiple choices.
- Provide values the health plan will return in outbound transactions.
- Outline which situational elements the health plan requires.

The companion document provides general information and specific details pertinent to each transaction. These documents should be shared with your software vendor for any programming and field requirements.



The companion documents are located on [UHCprovider.com/edi](https://www.UHCprovider.com/edi) > Go to companion guides.

Importance and Usage of EDI Acknowledgment/Status Reports

Software vendor reports only show the claim left your office and was either accepted or rejected. They don't confirm the claim status. Acknowledgment reports confirm the information you sent has been received.

Review your reports, clearinghouse acknowledgment reports and the status reports to reduce processing delays and timely filing penalties.



To get your reports, make sure your software vendor has connected to our clearinghouse OptumInsight at enshealth.com.

If you are not yet an OptumInsight client, we will tell you how to receive Clearinghouse Acknowledgment Reports.

e-Business Support

UnitedHealthcare Community Plan offices are open 8 a.m. - 5 p.m. (Eastern Time), Monday through Friday. They can help you with Electronic Remittance Advices (ERAs) and Electronic Funds Transfers (EFTs). To use ERAs, you must enroll through a clearinghouse or entity that uses OptumInsight.

Support is also available for [EDI Claims](#) and [EDI Log-on Issues](#).

Find more information at UHCprovider.com, Click Menu, then Resource Library to find Electronic Data Interchange menu.

IMPORTANT EDI PAYER INFORMATION

- Claim Payer ID: 87726
- ERA Payer ID: UFNEP

Completing the CMS 1500 Claim Form



Companion documents for 837 transactions are on UHCprovider.com, Click Menu, then Resource Library to find the EDI section.

Visit the [National Uniform Claim Committee](#) website to learn how to complete the CMS 1500 form.

Completing the UB-04 Form

Bill all hospital inpatient, outpatient and emergency room services using revenue codes and the UB-04 claim form:

- Include ICD CM diagnosis codes.
- Identify other services by the CPT/HCPCS and modifiers.

Capitated Services

CAPITATED CARE PROVIDERS

Capitation is a payment arrangement for health care providers. If you have a capitation agreement with us, we pay you a set amount for each member assigned to you per period of time. We pay you whether or not that person seeks care. In most instances, the capitated care provider is either a medical group or an Independent Practice Association (IPA). In a few instances, however, the capitated care provider may be an ancillary provider or hospital.

We use the term 'medical group/IPA' interchangeably with the term 'capitated care providers'. Capitation payment arrangements apply to participating physicians, health care providers, facilities and ancillary care providers who are capitated for certain UnitedHealthcare Community Plan products. This applies to all benefit plans for members:

1. Who have been assigned to or who have chosen a care provider who receives a capitation payment from UnitedHealthcare Community Plan for such member, and
2. Who are covered under an applicable benefit plan insured by or receiving administrative services from UnitedHealthcare Community Plan.

Additionally, capitated care providers may be subject to any or all delegated activities. Capitated care providers should refer to their Delegation Grids within their participation agreements to determine which delegated activities the capitated providers are performing on behalf of UnitedHealthcare Community Plan.

For capitated services, include all services related to an inpatient stay on the UB-04 when a member is admitted to the hospital they received emergency room treatment, observation or other outpatient hospital services.

We deny claims submitted with service dates that don't match the itemization and medical records. This is a billing error denial.

Form Reminders

- Note the Attending Provider Name and identifiers for the member's medical care and treatment on institutional claims for services other than non-scheduled transportation claims.
- Send the Referring Provider NPI and name on outpatient claims when this care provider is not the Attending Provider.
- Include the attending provider's NPI in the Attending Provider Name and Identifiers Fields (UB-04 FL76 or electronic equivalent) of your claims.
- Behavioral health care providers can bill using multiple site-specific NPIs.

Subrogation and Coordination of Benefit

Our benefits contracts are subject to subrogation and coordination of benefits (COB) rules:

- **Subrogation:** We may recover benefits paid for a member's treatment when a third party is liable for medical bills related to the injury or illness.
- **COB:** We coordinate benefits based on the member's benefit contract and applicable regulations.

UnitedHealthcare Community Plan is the payer of last resort. Other coverage should be billed as the primary carrier. When billing UnitedHealthcare Community Plan, submit the primary payer's Explanation of Benefits or remittance advice with the claim.

Hospital and Clinic Method of Billing Professional Services

Hospital and clinics must bill for professional services bill on a CMS 1500. The servicing provider's name is placed in box 31, and the servicing provider's group NPI number is placed in box 33a.

Correct Coding Initiative

UnitedHealthcare Community Plan performs coding edit procedures based on the Correct Coding Initiative (CCI)

and other nationally recognized sources.

COMPREHENSIVE AND COMPONENT CODES

Comprehensive and component code combination edits apply when a code pair(s) appears to be related. These edits can be further broken down to explain the bundling rationale. Some of the most common causes for denials in this category are:

- **Separate procedures:** Only report these codes when performed independently:
- **Most extensive procedures:** You can perform some procedures with different complexities. Only report the most extensive service.
- **With/without services:** Don't report combinations where one code includes and the other excludes certain services.
- **Medical practice standards:** Services part of a larger procedure are bundled.
- **Laboratory panels:** Don't report individual components of panels or multichannel tests separately.

Clinical Laboratory Improvements Amendments

Submit your laboratory claims with the Clinical Laboratory Improvements Amendments (CLIA) number. In box 23 of the CMS 1500 claim form, enter the 10-digit CLIA certification number for laboratory services billed by an entity performing CLIA-covered procedures.

If you bill electronically, report the CLIA number in Loop 2300 or 2400, REF/X4,02. For more information about the CLIA number, contact the CMS CLIA Central Office at 410-786-3531 or go to the [cms.gov](https://www.cms.gov).

Billing Multiple Units

When billing multiple units:

- If the same procedure is repeated on the same date of service, enter the procedure code once with the appropriate number of units.
- The total bill charge is the unit charge multiplied by the number of units.

Billing Guidelines for Obstetrical Services

Follow this reporting procedure when submitting obstetrical delivery claims. Otherwise, we will deny the claim:

- If billing for both delivery and prenatal care, use the date of delivery.
- Use one unit with the appropriate charge in the charge column.
- Gather all required referrals and evaluations to complete the pre-transplant evaluation process once the member is a possible candidate.

Billing Guidelines for Transplants

The Department of Health and Human Services covers medically necessary, non-experimental transplants. UnitedHealthcare Community Plan covers the transplant evaluation and work-ups. Get prior authorization for the transplant evaluation.

Ambulance Claims (Emergency)

Ambulance claims must include the point of origin, destination address, city, state, and ZIP.

Interest and Penalty for Late Claims Payment

We will pay interest on late payments to you at the annual percentage rate of 18% beginning on the first day after the date the claim should have been paid, as specified in the Agreement. In addition, we will pay you a penalty equal to 1 percent of the claim for each calendar day following the date the claim should have been paid, as specified in the Agreement.

We will process claims based on requirements by the North Carolina Gen. Stat. [§ 58-3-225](#):

- We will, within 18 calendar days of receiving a

medical claim, notify you whether the claim is clean or pend the claim and request from you all additional information needed to timely process the claim.

- We will pay or deny a clean medical claim at lesser of 30 calendar days of claim receipt or the first scheduled care provider reimbursement cycle following adjudication.
- A medical pended claim will be paid or denied within 30 calendar days of receipt of the requested additional information.
- If the requested additional information on a medical claim is not submitted within 90 calendar days of the notice requesting the required additional information, we may deny the claim based on [N.C. Gen. Stat. § 58-3-225\(d\)](#).
- For purposes of actions which must be taken by us as found in the [Prompt Pay Standards](#), if the referenced calendar day falls on a weekend or a holiday, the first business day following that day is the date the required action must be taken.
- If you submit an adjustment to a previously adjudicated claim, we adjudicate the new claim within the same timeframes as the initial clean claim.

National Drug Code

Claims must include:

- National Drug Code (NDC) and unit of measurement for the drug billed.
- HCPCS/CPT code and units of service for the drug billed.
- Actual metric decimal quantity administered.

Submit the NDC on all claims with procedure codes for care provider-administered drugs in outpatient clinical settings. The claims must show the NDC that appears on the product. Enter the identifier N4, the 11-digit NDC code, unit/basis of measurement qualified, and metric decimal quantity administered. Include HCPCS/CPT codes.

Medical Necessity

UnitedHealthcare Community Plan only pays for medically necessary services. See Chapter 4 for more information about medical necessity.

Place of Service Codes

Go to [CMS.gov](https://www.cms.gov) for Place of Service codes.

Asking About a Claim

You can ask about claims through UnitedHealthcare Community Plan Provider Service and the UnitedHealthcare Community Plan Provider Portal. To access the portal, go to UHCprovider.com. Follow the instructions to get a user ID. You will receive your user ID and password within 48 hours.

PROVIDER SERVICES

Provider Services helps resolve claims issues. Have the following information ready before you call:

- Member's ID number
- Date of service
- Procedure code
- Amount billed
- Your ID number
- Claim number

Allow Provider Services 45 days to solve your concern. Limit phone calls to five issues per call.

UNITEDHEALTHCARE COMMUNITY PLAN PROVIDER PORTAL

You can view your online transactions with Link by signing in to Link on UHCprovider.com with your Optum ID. This portal offers you with online support any time. If you are not already registered, you may do so on the website.

LINK: YOUR GATEWAY TO UNITEDHEALTHCARE COMMUNITY PLAN ONLINE PROVIDER TOOLS AND RESOURCES

Link lets you move quickly between applications. This helps you:

- Check member eligibility.
- Submit claims reconsiderations.
- Review coordination of benefits information.
- Use the integrated applications to complete multiple transactions at once.
- Reduce phone calls, paperwork and faxes.

You can even customize the screen to put these common tasks just one click away.

Find Link training on UHCprovider.com.

Resolving Claim Issues



To resolve claim issues, contact [Provider Services](#), use Link or resubmit the claim by mail.

Mail paper claims and adjustment requests to:

UnitedHealthcare Community Plan
P.O. Box 5280
Kingston, NY 12402-5240

Allow up to 30 days for UnitedHealthcare Community Plan to receive payment for initial claims and adjustment requests.

FOR PAPER CLAIMS

Submit a screen shot from your accounting software that shows when you submitted the claim. The screen shot must show the correct:

- Member name.
- Date of service.
- Claim date submission (within the timely filing period).

TIMELY FILING

Timely filing issues may occur if members give the wrong insurance information. This results in receiving:

- A denial/rejection letter from another carrier.
- Another carrier's explanation of benefits.
- A letter from another insurance carrier or employer group saying that the member either has no coverage or had their coverage terminated before the date of service.

All of the above must include documentation the claim is for the correct member and the correct date of service. A submission report alone is not considered proof of timely filing for electronic claims. They must be accompanied by an acceptance report.

The date on the other carrier's payment correspondence starts the timely filing period for submission to UnitedHealthcare Community Plan.

To be timely, you must receive the claim within the timely filing period from the date on the other carrier's

correspondence. If we receive the claim after the timely filing period, it will not meet the criteria.

If a claim is rejected, and corrections are not received within 90 days from date of service or close of business from the primary carrier, the claim is considered late billed. It will be denied timely filing.

Timely filing limits can vary based on state requirements and contracts. If you don't know your timely filing limit, refer to your Provider Agreement.

Balance Billing

Do not balance bill members if:

- The charge amount and the UnitedHealthcare Community Plan fee schedule differ.
- Your claim is denied for late submission, unauthorized service or as not medically necessary.
- UnitedHealthcare Community Plan is reviewing a claim

You are able to balance bill the member for non-covered services if the member provides written consent prior to getting the service. If you have questions, please contact your provider advocate.



If you don't know who your provider advocate is, email CarolinasPRTeam@uhc.com.
A provider advocate will get back to you.

Third-Party Resources

UnitedHealthcare Community Plan is, by law, the payer of last resort for eligible members. Therefore, you must report other found insurance. You must also bill and obtain an explanation of benefits (EOB) from any other insurance or health care coverage resource before billing UnitedHealthcare Community Plan, as required by contract. Refer to your Agreement for third-party claim submission deadlines. Once you bill the other carrier and receive an EOB, the claim may then be submitted to UnitedHealthcare Community Plan. Please attach a copy of the EOB to the submitted claim. The EOB must be complete to understand the paid amount or denial reason.

Chapter 12: Claim Reconsiderations, Appeals and Grievances

There are a number of ways to work with us to resolve claims issues or disputes. We base these processes on state and federal regulatory requirements and your provider contract.



For claims, billing and payment questions, go to UHCprovider.com.

The following grid lists the types of disputes and processes that apply:

APPEALS AND GRIEVANCES STANDARD DEFINITIONS AND PROCESS REQUIREMENTS								
Situation	Definition	Who May Submit?	Submission Address	Online Form For Fax Or Mail	Care Provider Contact Information	Care Provider Website For Online Submissions	Care Provider Filing Timeframe	UnitedHealthcare Community Plan Response Timeframe
Care Provider Claim Resubmission	Creating a new claim. If a claim was denied and you resubmit the claim (as if it were a new claim), then you will normally receive a duplicate claim rejection on your resubmission.	Care provider	UnitedHealthcare Community Plan P.O. Box 5280 Kingston, NY 12402-5240	UHC provider.com/claims	800-638-3302	Use the Claims Management or ClaimsLink application on Link. To access Link, go to UHCprovider.com/link .	Must receive within 180 business days	30 business days
Care Provider Claim Reconsideration (step 1 of claim payment dispute)	Overpayment, underpayment, payment denial, or an original or corrected claim determination you do not agree with.	Care provider	UnitedHealthcare Community Plan P.O. Box 5280 Kingston, NY 12402-5240	UHC provider.com/claims	800-638-3302; Fax: 801-994-1224	Use the Claims Management or ClaimsLink application on Link. To access Link, go to UHCprovider.com/link .	Must receive within 365 calendar days of the claim processing date	30 business days

APPEALS AND GRIEVANCES STANDARD DEFINITIONS AND PROCESS REQUIREMENTS								
Situation	Definition	Who May Submit?	Submission Address	Online Form For Fax Or Mail	Care Provider Contact Information	Care Provider Website For Online Submissions	Care Provider Filing Timeframe	UnitedHealthcare Community Plan Response Timeframe
Care Provider Claim Formal Appeal (step 2 of claim payment dispute)	A second review in which you did not agree with the outcome of the reconsideration.	<ul style="list-style-type: none"> Care provider Attorney with proof of representation 	UnitedHealthcare Community Plan Grievances and Appeals Unit P.O. Box 31364 Salt Lake City, UT 84131-0364	UHC provider.com/claims	800-638-3302	Use the Claims Management or ClaimsLink application on Link. To access Link, go to UHCprovider.com/link .	Within 30 calendar days of the provider remittance advice/ reconsideration decision. Within 30 calendar days of the date on the reconsideration decision or if we fail to take action within 30 calendar days from date action should have been taken.	Resolve within 30 calendar days
Care Provider Grievance	A complaint expressing dissatisfaction with operations, activities, or behavior of a health plan or member.	Care provider	UnitedHealthcare Community Plan Grievances and Appeals Unit P.O. Box 31364 Salt Lake City, UT 84131-0364	UHC provider.com/claims	800-638-3302	Use the Claims Management or ClaimsLink application on Link. To access Link, go to UHCprovider.com/link .	No time limit	In a timely manner, not to exceed 90 calendar days
Member Appeal	A request to change an adverse benefit determination that we made.	<ul style="list-style-type: none"> Member Member's authorized representative (such as friend or family member) with written member consent Care provider on behalf of a member with member's written consent 	UnitedHealthcare Community Plan Grievances and Appeals Unit P.O. Box 31364 Salt Lake City, UT 84131-0364		Member Services: 800-349-1855; Fax: 801-994-1082		60 calendar days from the date on the adverse benefit determination notice	Expedited appeals - 72 hours* Standard appeals - 30 calendar days* *May be extended by 14 calendar days

APPEALS AND GRIEVANCES STANDARD DEFINITIONS AND PROCESS REQUIREMENTS								
Situation	Definition	Who May Submit?	Submission Address	Online Form For Fax Or Mail	Care Provider Contact Information	Care Provider Website For Online Submissions	Care Provider Filing Timeframe	UnitedHealthcare Community Plan Response Timeframe
Member Grievance	A member's written or oral expression of dissatisfaction about the plan and/or care provider, including quality of care concerns and aspects of interpersonal relationships such as rudeness of a care provider or employee.	<ul style="list-style-type: none"> • Member • Member's authorized representative (such as friend or family member) with written member consent • Care provider on behalf of a member with member's written consent 	UnitedHealthcare Community Plan Grievances and Appeals Unit P.O. Box 31364 Salt Lake City, UT 84131		Member Services: 800-349-1855; Fax: 801-994-1082		No time limit	5 calendar days* (grievance to expedite an appeal decision) 30 calendar days* (all other grievances) *May be extended by 14 calendar days

These definitions and process requirements are subject to modification by state contract or regulations. States may impose more stringent requirements.

UnitedHealthcare Community Plan and its in-network care providers may agree to more stringent requirements within care provider contracts than described in the standard process.

Denial

Your claim may be denied for administrative or medical necessity reasons.

An **Administrative denial** is when we didn't get notification before the service, or the notification came in too late.

Denial for **medical necessity** means the level of care billed wasn't approved as medically necessary.

If a claim is denied for these reasons, you may be able to request a claim reconsideration or file an appeal.

Other top reasons for denial include:

Duplicate claim – This is one of the most common reasons for denial. It means resubmitting the same claim information. This can reset the clock on the time it takes to pay a claim.

Claim lacks information. Basic information is missing, such as a person's date of birth; or information incorrect, such as spelling of a name. You can resubmit this type of claim with the correct information.

Eligibility expired. Most practices verify coverage beforehand to avoid issues, but sometimes that doesn't happen. One of the most common claim denials involving verification is when a patient's health insurance coverage has expired and the patient and practice were unaware. Also, in a lot of cases, practices may check eligibility when an appointment is made, but between the appointment being made and the actual visit, coverage can be dropped. We recommend an eligibility check again once the patient has arrived.

Claim not covered by UnitedHealthcare Community Plan. Another claim denial you can avoid is when procedures are not covered by us. You can easily avoid this problem by using real-time verification.

Time limit expired. This is when you don't send the claim in time.

Claim Correction

What is it?

You may need to update information on a claim you've already submitted. A corrected claim replaces a

previously processed or denied claim submitted in error.

When to use:

Submit a corrected claim to fix one that has already processed.

How to use:

Use the claims reconsideration application on Link. To access Link, sign in to UHCprovider.com using your Optum ID. You may also submit the claim by mail with a claim reconsideration request form. Allow up to 30 days to receive payment for initial claims and a response.

Mailing address:

UnitedHealthcare Community Plan
P.O. Box 5280
Kingston, NY 12402-5240

Additional Information:

When correcting or submitting late charges on 837 institution claims, use bill type xx7: Replacement of Prior Claim. Do not submit corrected or additional information charges using bill type xx5: Late Charge Claim.

Resubmitting a Claim

What is it?

When you resubmit a claim, you create a new claim in place of a rejected one. A rejected claim has not been processed due to problems detected before processing.

When to use it:

Resubmit the claim if it was rejected. A rejected claim is one that has not been processed due to problems detected before claim processing. Since rejected claims have not been processed yet, there is no appeal - the claim needs to be corrected through resubmission.

Common Reasons for Rejected Claims:

Some of the common causes of claim rejections happen due to:

- Errors in member demographic data – name, age, date of birth, sex or address.
- Errors in care provider data.
- Wrong member insurance ID.
- No referring care provider ID or NPI number.

How to use:

To resubmit the claim, follow the same submission instructions as a new claim. To mail your resubmission, provide all claim information to:

UnitedHealthcare Community Plan
P.O. Box 5280
Kingston, NY 12402

Warning! If your claim was denied and you resubmit it, you will receive a [duplicate claim rejection](#). A denied claim has been through claim processing and we determined it cannot be paid. You may appeal a denied claim by submitting the corrected claim information or appealing the decision. See Claim Correction and Reconsideration sections of this chapter for more information.

Claim Reconsideration (step one of claim payment dispute)

What is it?

Claim issues include overpayment, underpayment, denial, or an original or corrected claim determination you do not agree with. A claim reconsideration request is the quickest way to address your concern about whether the claim was paid correctly.

When to use:

Submit a claim reconsideration when you think a claim has not been properly processed.

For administrative denials:

- In your reconsideration request, please ask for a medical necessity review and include all relevant medical records.

For medical necessity denials:

- In your request, please include any additional clinical information that may not have been reviewed with your original claim.
- Show how specific information in the medical record supports the medical necessity of the level of care performed – for example, inpatient instead of observation.

How to use:

If you disagree with a claim determination, submit a claim reconsideration request electronically, by phone, mail or fax:

- **Electronically:** Use the Claim Reconsideration application on Link. Include electronic attachments. You may also check your status using Link.
- **Phone:** Call Provider Services at **800-638-3302** or use the number on the back of the member's ID card. The tracking number will begin with SF and be followed by 18 numbers.
- **Mail:** Submit the Claim Reconsideration Request Form to:

UnitedHealthcare Community Plan
P.O. Box 5280
Kingston, NY 12402

This form is available at UHCprovider.com.

- **Fax:** Send the Claim Reconsideration Request Form to **801-994-1224**.

Valid Proof of Timely Filing Documentation (Reconsideration)

What is it?

Proof of timely filing occurs when the member gives incorrect insurance information at the time of service. It includes:

- A denial or rejection letter from another insurance carrier.
- Another insurance carrier's explanation of benefits.
- Letter from another insurance carrier or employer group indicating:
 - Coverage termination prior to the date of service of the claim
 - No coverage for the member on the date of service of the claim

A submission report is not proof of timely filing for electronic claims. It must be accompanied by an acceptance report. Timely filing denials are often upheld due to incomplete or wrong documentation submitted

with a reconsideration request. You may also receive a timely filing denial when you do not submit a claim on time.

How to use:

Submit a reconsideration request electronically, phone, mail or fax with the following information:

- **Electronic claims:** Include the EDI acceptance report stating we received your claim.
- **Mail or fax reconsiderations:** Submit a screen shot from your accounting software that shows the date you submitted the claim. The screen shot must show:
 - Correct member name.
 - Correct date of service.
 - Claim submission date.

Additional Information:

Timely filing limits can vary based on state requirements and contracts. If you do not know your timely filing limit, refer to your Provider Agreement.

Overpayment

What is it?

An overpayment happens when we overpay a claim.

How to use:

If you or UnitedHealthcare Community Plan finds an overpaid claim, send us the overpayment within 60 days. If your payment is not received by that time, we may apply the overpayment against future claim payments based on our Agreement and applicable law.

If you prefer we recoup the funds from your next payment, call Provider Services.

If you prefer to mail a refund, send an Overpayment Return Check or the Overpayment Refund/Notification form to:

Also send a letter with the check. Include the following:

- Name and contact information for the person authorized to sign checks or approve financial decisions.
- Member identification number.
- Date of service.
- Original claim number (if known).

- Date of payment.
- Amount paid.
- Amount of overpayment.
- Overpayment reason.
- Check number.

Where to send:

Mail refunds with an Overpayment Return Check or the Overpayment Refund/Notification form to:

UnitedHealthcare Community Plan
ATTN: Recovery Services
P.O. Box 101670
Atlanta, GA 30392

Instructions and forms are on UHCprovider.com.

If you do not agree with the overpayment findings, submit a dispute within the required timeframe as listed in your contract.

If you disagree with a claim adjustment or our decision not to make a claim adjustment, you can appeal. See Dispute section in this chapter.

We make claim adjustments without requesting additional information from you by taking the claim data from the claim system and submitting it to the state as encounter data. Once the payment has been recovered, you see the adjustment on the EOB or Provider Remittance Advice (PRA). We submit the adjustment to the state in the encounter submission as either a replacement or void and new day, depending on the original encounter status. When additional information is needed, we ask you to provide it.

Sample Overpayment Report

*The information provided is sample data only for illustrative purposes. Please populate and return with the data relevant to your claims that have been overpaid.						
Member ID	Date of Service	Original Claim #	Date of Payment	Paid Amount	Amount of Overpayment	Reason for Overpayment
11111	01/01/14	14A000000001	01/31/14	115.03	115.03	Double payment of claim
2222222	02/02/14	14A000000002	03/15/14	279.34	27.19	Contract states \$50, claim paid 77.29
3333333	03/03/14	14A000000003	04/01/14	131.41	99.81	You paid 4 units, we billed only 1
44444444	04/04/14	14A000000004	05/02/14	412.26	412.26	Member has other insurance
55555555	05/05/14	14A000000005	06/15/14	332.63	332.63	Member terminated

Claim Appeals (step two of claim payment dispute)

What is it?

An appeal is a second review of a reconsideration claim.

When to use:

Refer to the Other Provider Appeals Situations section of this chapter.

How to use:

Submit related documents with your appeal. These may include a cover letter, medical records and additional information. Send your information electronically, by mail or fax. In your appeal, please include any supporting information not included with your appeal request. You may have an attorney represent you.

- **Electronic claims:** Use the Claims Management or ClaimsLink application on Link. You may upload attachments.
- **Mail:** Send the appeal to:

UnitedHealthcare Community Plan

Attn: Appeals and Grievances Unit
P.O. Box 31364
Salt Lake City, UT 84131-0364

- **Fax:** Send the appeal to **801-994-1082**.

We will offer you an in-person or phone hearing when you are appealing whether we have good cause to withhold or suspend payment to you. We will schedule the hearing and issue a written decision regarding whether we had good cause to suspend or withhold payment within 15 business days of receiving the appeal.

Other Care Provider Appeals Situations

In some cases, when you submit a care provider appeal, we appoint a committee to review and issue a decision.

When to use:

If you are a network care provider, and you do not agree with the claim reconsideration outcome in step one, use the claim appeal process in the following cases:

- Program Integrity-related findings or activities.
- Finding of fraud, waste, or abuse by UnitedHealthcare Community Plan.
- Finding of or recovery of an overpayment by UnitedHealthcare Community Plan.
- Withhold or suspension of a payment related to fraud, waste, or abuse concerns.
- Termination of, or determination not to renew, an existing contract based solely on objective quality reasons outlined in our Objective Quality Standards.
- Termination of, or determination not to renew, an existing contract for LHD care management services.
- Determination to lower an AMH care provider's tier status.
- Violation of terms between you and us.

If you are an out-of-network care provider, follow the claim appeal process when the following occurs:

- A determination to not initially credential and contract with a care provider based on objective quality reasons outlined in our Objective Quality Standards.
- An out-of-network payment arrangement.
- Finding of waste or abuse by the UnitedHealthcare Community Plan.
- Finding of or recovery of an overpayment by UnitedHealthcare Community Plan.

TIPS FOR SUCCESSFUL CLAIMS RESOLUTION

To help process claim reconsiderations:

- Do not let claim issues grow or go unresolved.
- Call [Provider Services](#) if you can't verify a claim is on file.
- Do not resubmit validated claims on file unless submitting a corrected claim.
- File adjustment requests and claims disputes within contractual time requirements.
- If you must exceed the maximum daily frequency for a procedure, submit the medical records justifying medical necessity. If you have questions, call [Provider Services](#).
- UnitedHealthcare Community Plan is the payer of last resort. This means you must bill and get an EOB from other insurance or source of health care coverage

before billing UnitedHealthcare Community Plan.

- When submitting adjustment requests, provide the same information required for a clean claim. Explain the dispute, what should have been paid and why.
- Refer to your contract for submission deadlines concerning third-party claims. Once you have billed the other carrier and received an EOB, submit the claim to UnitedHealthcare Community Plan. Attach a copy of the EOB to the submitted claim. The EOB must be complete to understand the paid amount or the denial reason.

Provider Grievance

What is it?

Grievances are complaints where remedial action is not requested.

When to file:

You may file a grievance about:

- Benefits and limitations.
- Eligibility and enrollment of a member or care provider.
- Member issues or UnitedHealthcare Community Plan issues.
- Availability of health services from UnitedHealthcare Community Plan to a member.
- The delivery of health services.
- The quality of service.

How to file:

File online, verbally or in writing.

- **Online:** [UHCprovider.com](https://www.uhcprovider.com)
- **Phone:** Call Provider Services toll free at **800-638-3302**.
- **Mail:** Send care provider name, contact information and your grievance to:

UnitedHealthcare Community Plan

Attn: Appeals and Grievances Unit

P.O. Box 31364

Salt Lake City, UT 84131-0364

- **Fax:** Send the grievance to **801-994-1082 (Attn: Appeals and Grievances Unit)**.

You may only file a grievance on a member's behalf with the written consent of the member. See Member Appeals and Grievances Definitions and Procedures.

Member Appeals and Grievances Definitions and Procedures

UnitedHealthcare Community Plan uses the Centers for Medicare and Medicaid Services (CMS) definitions for appeals and grievances.

MEMBER BENEFIT APPEALS

What is it?

An appeal is a formal way to share dissatisfaction with a benefit determination.

You or a member may appeal when the plan:

- Lowers, suspends or ends a previously authorized service.
- Refuses, in whole or part, payment for services.
- Fails to provide services in a timely manner, as defined by the state or CMS.
- Doesn't act within the time frame CMS or the state requires.

When to use:

You may act on the member's behalf with their written consent. You may provide medical records and supporting documentation as appropriate.

Where to send:

You or the member may call, mail or fax the information within 60 calendar days from the date of the adverse benefit determination.

UnitedHealthcare Community Plan

Attn: Appeals and Grievances Unit
P.O. Box 31364
Salt Lake City, UT 8413-0364

Toll-free: **800-587-5187** (TTY **711**)

If you appeal by phone, you must follow up in writing, ask the member to sign the written appeal, and mail it to us.

Fax: **801-994-1082** (Attn: **Appeals and Grievances Unit**)

How to use:

Whenever we deny a service, we must provide the member with UnitedHealthcare Community Plan appeal rights. The member has the right to:

- Receive a copy of the rule used to make the decision.
- Ask UnitedHealthcare Community Plan Member Services for help writing the letter.
- Present evidence, and allegations of fact or law, in person and in writing.
- Review the case file before and during the appeal process. The file includes medical records and any other documents.
- Send written documents considered for the appeal.
- Ask for an expedited appeal if waiting could seriously jeopardize the member's life; physical or mental health; or ability to attain, maintain, or regain maximum function.
- Ask for continuation of services during the appeal. However, the member may have to pay for the health service if it is continued or if the member should not have received the service. As the provider, you cannot ask for a continuation. Only the member may do so.
- We resolve a standard appeal 30 calendar days from the day we receive it.
- We resolve an expedited appeal as quickly as the member's condition requires and provide written notice. We must make reasonable effort to give oral notice of resolution no later than 72 hours of receipt of the request.
We may extend the response up to 14 calendar days if the member requests that we take longer. We may also extend it if we request more information and explain how the delay is in the member's interest.

If submitting the appeal by mail or fax, you must complete the Authorization of Review (AOR) form-Claim Appeal.



A copy of the form is online at [UHCprovider.com](https://www.uhcprovider.com).

MEMBER GRIEVANCE

What is it?

A grievance is an expression of dissatisfaction about UnitedHealthcare Community Plan and/or a care provider about any matter other than an adverse benefit determination. This includes quality of care or service concerns and aspects of interpersonal relationships, such

as a care provider or employee's rudeness.

When to use:

You may act on the member's behalf with their written consent.

Where to send:

You or the member may call or mail the information to:

Mailing address:

UnitedHealthcare Community Plan
Attn: Appeals and Grievances Unit
P.O. Box 31364
Salt Lake City, UT 84131-0364

Toll-free: **800-587-5187** (TTY **711**)

Fax: **801-994-1082** (Attn: Appeals and Grievances Unit)

We will send an answer within 30 calendar days from when you file the grievance or as quickly as the member's health condition requires. If the grievance involves us denying a member's request to expedite an appeal decision, we send an answer within five calendar days. We offer a 14 calendar day extension if the member requests we take longer or if we request more information and explain how the delay is in the member's interest.

State Fair Hearings

What is it?

A state fair hearing lets members share why they think North Carolina Medicaid services should not have been denied, reduced or terminated.

When to use:

Members have 120 calendar days from the date on UnitedHealthcare Community Plan's adverse appeal determination letter.

How to use:

The UnitedHealthcare Community Plan member may ask for a state fair hearing by completing the State Fair Hearing Request Form and mailing it to the address on the form. This form is included with the Notice of Resolution.

Website: oah.nc.gov > Hearings Division >

Medicaid Recipient Appeals > [Filing a Contested Medicaid Recipient Appeal](#)

Email: nc_sfh@uhc.com

- The member may ask UnitedHealthcare Community Plan Member Services for help writing the letter.
- The member may have someone attend with them. This may be a family member, friend, care provider or lawyer. Written consent is required.

Processes Related to Reversal of Our Initial Decision

If the state fair hearing outcome is to not deny, limit, or delay services while the member is waiting on an appeal, then we provide the services:

1. As quickly as the member's health condition requires or
2. No later than 72 hours from the date we receive the determination reversal.

If the State Fair Hearing decides UnitedHealthcare Community Plan must approve appealed services, we pay for the services as specified in the policy and/or regulation.

Fraud, Waste and Abuse



Call the toll-free [Fraud, Waste and Abuse Hotline](#) to report questionable incidents involving plan members or care providers.

UnitedHealthcare Community Plan's Anti-Fraud, Waste and Abuse Program focuses on prevention, detection and investigation of false and abusive acts committed by you and plan members. The program also helps identify, investigate and recover money UnitedHealthcare Community Plan paid for such claims. We also refer suspected fraud, waste and abuse cases to the NC DHHS and the Medicaid Investigation Division according to state and federal law. UnitedHealthcare Community Plan

seeks to protect the ethical and financial integrity of the company and its employees, members, care providers, government programs and the public. In addition, it aims to protect member health.

UnitedHealthcare Community Plan includes applicable federal and state regulatory requirements in its Anti-Fraud, Waste and Abuse Program. We recognize state and federal health plans are vulnerable to fraud, waste and abuse. As a result, we tailor our efforts to the unique needs of its members and Medicaid, Medicare and other government partners. This means we cooperate with NC DHHS and the Medicaid Investigation Division in the investigation or prevention of fraud, waste and abuse.

An important aspect of the Compliance Program is reviewing our operation's high-risk areas. Then we implement reviews and audits to help ensure compliance with law, regulations and contracts. You are contractually obligated to cooperate with the company and government authorities.



Find the UnitedHealth Group policy on Fraud, Waste and Abuse at uhc.com/fraud.

The Deficit Reduction Act (DRA) has provisions reforming Medicare and Medicaid and reducing fraud within the federal health care programs. Every entity that receives at least \$5 million in annual Medicaid payments must have written policies for entity employees and contractors. They must provide detailed information about false claims, false statements and whistleblower protections under applicable federal and state fraud and abuse laws. As a participating care provider with UnitedHealthcare Community Plan, you and your staff are subject to these provisions.

This policy details our commitment to compliance with the federal and state false claims acts. It provides a detailed description of these acts and of organizational mechanisms that detect and prevent fraud, waste and abuse. It also details how whistleblowing employees are protected. UnitedHealthcare Community Plan prohibits retaliation if a report is made in good faith.

EXCLUSION CHECKS

First-tier, downstream and related entities (FDRs) must review federal (HHS-OIG and GSA), System of Award Management (SAM), Social Security Administration Death Master File (SSADMF), National Plan and Provider Enumeration System (NPPES), the Office of Foreign Assets Control (OFAC), and state exclusion lists before

hiring/contracting persons with an ownership or controlling interest in the health plan, agents and managing health plan employees, network care providers, delegated entities and subcontractors. Employees and/or contractors may not be excluded from participating in federal health care programs. FDRs must review the federal and state exclusion lists every month.

For more information or access to the publicly accessible, excluded party online databases, please see the following links:

- [Health and Human Services – Office of the Inspector General OIG List of Excluded Individuals and Entities \(LEIE\)](#)
- [General Services Administration \(GSA\) System for Award Management](#) > Data Access

WHAT YOU NEED TO DO FOR EXCLUSION CHECKS

Review applicable exclusion lists and maintain a record of exclusion checks for 10 years. UnitedHealthcare Community Plan or CMS may ask for documentation to verify they were completed.

PREPAYMENT REVIEW

If you have been added to prepayment review and wish to be removed, call Provider Services and ask to speak with an Optum RAVE Team member. The Optum RAVE analyst will research the request, ask you for appropriate documentation, and present it to UnitedHealthcare Community Plan governance for removal. Prepayment review happens on an as-needed basis.

Chapter 13: Care Provider Communications & Outreach

The UnitedHealthcare Community Plan care provider education and training program is built on years of experience with you and North Carolina's managed care program. It includes the following care provider components:

- Website
- Forums/town hall meetings
- Newsletters and bulletins
- Manual
- Provider relations team support

Care Provider Websites

UnitedHealthcare Community Plan promotes the use of web-based functionality among its provider population. The UHCprovider.com portal facilitates care provider communications related to administrative functions. Our interactive website empowers you to electronically determine member eligibility, submit claims, and view claim status.

We have also implemented an internet-based prior authorization system on UHCprovider.com. This site lets you request medical and advanced outpatient imaging procedures online rather than by phone. The website also has:

- An online version of this manual
- Clinical practice guidelines (which cover diabetes, ADHD, depression, preventive care, prenatal, and other guidelines)
- Electronic data interchange
- Quality and utilization requirements

- Educational materials such as newsletters and bulletins
- Provider service updates – new tools and initiatives (UHC on Air, PreCheck MyScript, etc.)

In addition, we have created a member website that gives access to the Member Handbook, newsletters, provider search tool and other important plan information. It is UHCCommunityPlan.com > select Member.

UnitedHealthcare Community Plan provides training to new care providers within 30 days of joining the network. We also offer periodic live and virtual training sessions.



You may also find training on various topics at UHCprovider.com > Menu > Resource Library > More Resource Topics > Training.

Care Provider Newsletters and Bulletins

UnitedHealthcare Community Plan produces a care provider newsletter to the entire North Carolina network at least three times a year. The newsletters include articles about:

- Program updates
- Claims guidelines
- Information regarding policies and procedures
- Cultural competency and linguistics
- Clinical practice guidelines
- Special initiatives
- Emerging health topics

The newsletters also include notifications about changes in laws and regulations. UnitedHealthcare Community Plan posts electronic bulletins on [UHCprovider.com](https://www.uhcprovider.com). Click Menu, then Resource Library, News to quickly share urgent information that affects the entire network.



Find more information about the Network Bulletin, Medical Policy Update Bulletin and other communications on [UHCprovider.com/guides](https://www.uhcprovider.com/guides) > Provider Communication Chapter 17.

Care Provider Manual

UnitedHealthcare Community Plan publishes this manual online based on the guidelines in its contract with North Carolina. The care provider manual includes an overview of the program, a toll-free number for Provider Services, and a list of additional care provider resources. To request a physical copy of the manual, write to your provider advocate or call Provider Services.

Find the following forms on the state's website at [medicaid.ncdhhs.gov/forms](https://www.medicaid.ncdhhs.gov/forms):

- Sterilization Consent Form
- Informed Consent for Hysterectomies Form
- Provider Service Agreement (MC 19 Form)

Provider Relations Team Support

Physician and hospital advocates regularly visit care providers. We also have daily availability of our provider relations team by email. We do this to create program awareness, promote compliance and assist with revenue cycle questions and issues.

Chapter 14: Glossary

AABD

Assistance to the aged, blind and disabled

Abuse (by care provider)

Care provider practices that are inconsistent with sound fiscal, business or medical practices, and result in an unnecessary cost, or in reimbursement for services not medically necessary, or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost, as defined by 42 CFR 455.2.

Abuse (of member)

Intentional infliction of physical, emotional or mental harm, caused by negligent acts or omissions, unreasonable confinement, sexual abuse or sexual assault as defined by A.R.S 46-451.

Adverse Benefit Determination

(1) The denial or limited authorization of a requested service, including determinations based on the type or level of service, requirements for medical necessity, appropriateness, setting, or effectiveness of a covered benefit.

(2) The reduction, suspension, or termination of a previously authorized service.

(3) The denial, in whole or in part, of payment for a service.

(4) The failure to provide services in a timely manner, as defined by the state.

(5) The failure of someone or a company to act within the time frames provided in the contract and within the standard resolution of grievances and appeals.

(6) For a resident of a rural area, the denial of an member's request to exercise his or her right, to obtain services outside the network.

(7) The denial of an member's request to dispute a financial liability, including cost sharing, copayments, premiums, deductibles, coinsurance, and other member financial liabilities.

Acute Inpatient Care

Care provided to members sufficiently ill or disabled requiring:

- Constant availability of medical supervision by attending care provider or other medical staff
- Constant availability of licensed nursing personnel
- Availability of other diagnostic or therapeutic services and equipment available only in a hospital setting to help ensure proper medical management by the care provider

Advance Directive

Legal papers that list a member's wishes about their end-of-life health care.

Ambulatory Care

Health care services that do not involve spending the night in the hospital. Also called "outpatient care". Examples include chemotherapy and physical therapy.

Ambulatory Surgical Facility

A state facility that is licensed, equipped and operated to provide surgeries and obstetrical deliveries. Members can leave the facility the same day surgery or delivery occurs.

Ancillary Provider Services

Extra health services, like laboratory work and physical therapy, which a member gets in the hospital.

Appeal

A member request that their health insurer or plan review an adverse benefit determination.

Authorization

Approval obtained by care providers from UnitedHealthcare Community Plan for a service before the service is rendered. Used interchangeably with "preauthorization" or "prior authorization."

Billed Charges

Charges you bill for rendering services to a UnitedHealthcare Community Plan member.

Capitation

A prepaid, periodic payment to providers, based upon the number of assigned members made to a care provider for providing covered services for a specific period.

Case Manager

The individual responsible for coordinating the overall service plan for a member in conjunction with the member, the member's representative and the member's Primary Care Provider (PCP).

Centers for Medicare & Medicaid Services (CMS)

A federal agency within the U.S. Department of Health and Human Services that administers Medicare, Medicaid and SCHIP programs.

CHIP

Children's Health Insurance Program.

Clean Claim

A claim with no defect (including lack of any required substantiating documentation) or circumstance requiring special treatment that prevents timely payment.

CMS

Centers for Medicare and Medicaid Services, the federal regulatory agency for these programs.

Contracted Health Professionals

Primary care providers, care provider specialists, medical facilities, allied health professionals and ancillary service providers under contract with UnitedHealthcare Community Plan. These care providers deliver specific covered services to members. They represent those individuals and entities used through the UnitedHealthcare Community Plan prior authorization and referral policies and procedures.

Coordination of Benefits (COB)

A process of figuring out which of two or more insurance policies has the main responsibility of processing or paying a claim and how much the other policies will contribute.

Covered Services

The portion of a medical, dental or vision expense that a health insurance or plan has agreed to pay for or reimburse.

Credentialing

The verification of applicable licenses, certifications and experience. This process assures care provider status is

extended only to professional, competent care providers who continually meet UnitedHealthcare Community Plan qualifications, standards and requirements.

Current Procedural Terminology (CPT) Codes

A code assigned to a task or service a health care provider does for a member. Every medical task or service has its own CPT code. These codes are used by the insurer to know how much they need to pay the physician. CPT codes are created and published by the American Medical Association.

Delivery System

The mechanism by which health care is delivered to a member. Examples include hospitals, provider offices and home health care.

Disallow Amount (Amt)

Medical charges for which the network provider may not receive payment from UnitedHealthcare Community Plan and cannot bill the member. Examples are:

- The difference between billed charges and in-network rates.
- Charges for bundled or unbundled services as detected by Correct Coding Initiative edits.

Discharge Planning

Screening eligible candidates for continuing care following treatment in an acute care facility. It involves care planning, scheduling, arranging and steps that move a member from one level of care to another.

Disenrollment

The discontinuance of a member's eligibility to receive covered services from a contractor.

Dispute

Provider claim reconsideration: Step 1 when a provider disagrees with the payment of a service, supply, or procedure.

Provider appeal: Step 2 when a provider disagrees with the payment of a service, supply, or procedure.

Durable Medical Equipment (DME)

Equipment and supplies ordered by a health care provider for everyday and extended use, for medical reasons other than convenience or comfort. DME may include: oxygen equipment, wheelchairs, crutches or blood testing strips for diabetics.

Early Periodic Screening Diagnosis and Treatment Program (EPSDT)

A package of services in a preventive (well child) exam covered by Medicaid as defined in SSA Section 1905 (R). Covered services include a complete health history and developmental assessment; an unclothed physical exam; immunizations; laboratory tests; health education; and screenings for vision, dental, substance abuse, mental health and hearing. They also include any medically necessary services found during the preventive exam.

Electronic Data Interchange (EDI)

The electronic exchange of information between two or more organizations.

Electronic Funds Transfer (EFT)

The electronic exchange of funds between two or more organizations.

Electronic Medical Record (EMR)

An electronic version of a member's health record and the care they have received.

Eligibility Determination

Deciding whether an applicant meets the requirements for federal or state eligibility.

Emergency Care

The provision of medically necessary services required for immediate attention to review or stabilize a medical emergency.

Encounter

A record of health care-related services by care providers registered with Medicaid to a patient enrolled with UnitedHealthcare Community Plan on the date of service. You are required to report all service encounters to UnitedHealthcare Community Plan, including prepaid services. UnitedHealthcare Community Plan electronically reports these encounters to state Medicaid. The state audits encounter submission accuracy and timeliness on a regular basis.

Enrollee

Enrollee is interchangeable with the term member. Any person enrolled with an UnitedHealthcare Community Plan product as a subscriber or dependent.

Enrollment

The process where a person is determined eligible to receive Medicaid or Medicare benefits becomes an enrollee or member of a health plan.

Evidence-Based Care

An approach that helps care providers use the most current, scientifically accurate research to make decisions about members' care.

Expedited Appeal

An expedited review process for appeals determines that taking the time for a standard resolution could seriously jeopardize the member's life, physical or mental health, or ability to attain, maintain, or regain maximum function.

Fee For Service (FFS)

A method of payment to care providers on an amount-per-service basis, up to a maximum allowed by the UnitedHealthcare Community Plan fee schedule.

FHC

Family Health Center

Fraud

A crime that involves misrepresenting or concealing information to receive benefits or to make a financial profit.

Grievance

A member's expression of dissatisfaction about any matter other than an adverse benefit determination. Grievances may include the quality of care or services provided, aspects of interpersonal relationships such as rudeness of a provider or employee, or failure to respect the member's rights regardless of whether remedial action is requested. Grievance includes a member's right to dispute an extension of time proposed by UnitedHealthcare Community Plan to make an authorization decision.

Healthcare Effectiveness Data and Information Set (HEDIS)

A rating system developed by NCQA that helps health insurance companies, employers, and consumers learn about the value of their health plan(s) and how it compares to other plans.

HIPAA

Health Insurance Portability and Accountability Act. A federal law that provides data privacy protection and security provisions for safeguarding health information.

Home Health Care (Home Health Services)

Health care services and supplies provided in the home, under physician's orders. Services may be provided by nurses, therapists, social workers or other licensed health care providers. Home health care usually does not

include help with non-medical tasks, such as cooking, cleaning or driving.

In-Network Provider

A care provider who has a written Agreement with UnitedHealthcare Community Plan to provide services to members under the terms of their Agreement.

Medicaid

A federal health insurance program for low-income families and children, eligible pregnant women, people with disabilities, and other adults. The federal government pays for part of Medicaid and sets guidelines for the program. States pay for part of Medicaid and have choices in how they design their program. Medicaid varies by state and may have a different name in your state.

Medical Emergency

An illness, injury, symptom or condition that is severe enough (including severe pain), that if a member did not get immediate medical attention you could reasonably expect one of the following to result:

- Their health would be put in serious danger; or
- They would have serious problems with their bodily functions; or
- They would have serious damage to any part or organ of their body.

Medically Necessary

Medically necessary health care services or supplies needed to prevent, diagnose or treat an illness, injury, condition, disease or its symptoms and that meet accepted standards of medicine.

Member

An individual who is eligible and enrolled with UnitedHealthcare Community Plan and can receive services pursuant to the Agreement.

NPI

National Provider Identifier. Required by CMS for all care providers who bill, prescribe or refer for health care services and is used on all electronic transactions. It is a single unique provider identifier assigned to a care provider for life that replaces all other health care provider identifiers. It does NOT replace your DEA number.

Out-Of-Area Care

Care received by a UnitedHealthcare Community Plan

member when they are outside of their geographic territory.

Preventive Health Care

Health care emphasizing priorities for prevention, early detection and early treatment of conditions. It generally includes routine/physical examination and immunization.

Primary Care Provider (PCP)

A physician, including an M.D. (Medical Doctor) or D.O. (Doctor of Osteopathic Medicine), nurse practitioner, clinical nurse specialist or physician assistant, as allowed under state law and the terms of the plan who provides, coordinates or helps members access a range of health care services.

Prior Authorization (Notification)

The process where health care providers seek approval prior to rendering health care services, drugs or DME as required by UnitedHealthcare Community Plan policy.

Provider Group

A partnership, association, corporation, or other group of care providers.

Quality Management (QM)

A methodology that professional health personnel use to achieve desired medical standards and practices. The formal program includes activities to help improve and maintain quality service and care and involve multiple organizational components and committees.

Rural Health Clinic

A clinic, located in a rural area, designated by the Department of Health as an area having either a shortage of personal health services or a shortage of primary medical care. These clinics may receive enhanced payments for services provided to enrolled members.

Service Area

The geographic area served by UnitedHealthcare Community Plan, designated and approved by NC DHHS.

Specialist

A care provider licensed in the state of North Carolina and has completed a residency or fellowship focusing on a specific area of medicine or group of patients to diagnose, manage, prevent or treat certain types of symptoms and conditions. A non-physician specialist is a care provider who has special training in a specific area of health care.

State Fair Hearing

A member's request for an administrative hearing when the member does not agree with an Adverse Appeal Notice or if UnitedHealthcare Community Plan fails to decide the member's appeal timely.

TANF

Temporary Assistance to Needy Families. A state program that gives cash assistance to low-income families with children.

Third-Party Liability (TPL)

A company or entity other than UnitedHealthcare Community Plan liable for payment of health care services rendered to members. UnitedHealthcare Community Plan pays claims for covered benefits and pursues refunds from the third party when liability is determined.

Timely Filing

When UnitedHealthcare Community Plan puts a time limit on submitting claims.

Title XIX

Section of Social Security Act describing the Medicaid program coverage for eligible persons.

UnitedHealthcare Community Plan

An affiliate of UnitedHealth Group with corporate headquarters located in Minnetonka, Minnesota. UnitedHealthcare Community Plan operates nationwide, serving aging, vulnerable and chronically ill people through Medicare, Medicaid and private-pay programs for long-term care products and programs.

Utilization Management (UM)

Involves coordinating how much care members get. It also determines each member's level or length of care. The goal is to help ensure members get the care they need without wasting resources.