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Prior Authorization Required for All Non-Participating Providers

Effective with dates of service on or after Oct. 1, 2019, all non-emergency services provided by care providers who are not part of the UnitedHealthcare Community Care network must obtain prior authorization for claims to be paid.

2020 Value-Added Benefits: New Year, More Benefits

We’re focused on listening to the needs of our members. With that in mind, we’re excited to share a few of our 2020 value-added benefits. Our goal is to help members get the care they need and make it a little easier. We’re focused on offering these extra benefits to improve health and support everyday life.

- More Rides: Up to 12 rides annually, including the grocery store, food banks, pharmacy, church, bank, prenatal classes and job-related activities.
- Adult Dental: Any members over age 21 can visit a participating dental provider for exams, x-rays, cleanings and fillings. Benefit covers up to $500 per year.

- Happy and Healthy at Home: Members who move from a nursing facility to an independent living setting can receive a $1,000 debit card to purchase wellness items. They can receive $50 per month for every month they’re not in a nursing-type facility.
- Prenatal Debit Card Reward: Members get a $200 debit card reward for getting a first prenatal visit in first trimester (42 days after enrollment). And care providers can earn $60 by completing the Obstetrics Risk Assessment Form (OBRAF), available under forms at UHCprovider.com.

We offer our members over 35 extra services. A full list of value-added benefits is available at UHCprovider.com/KScommunityplan.

Dual Special Needs Plan Expands Coverage Areas

On Jan. 1, 2020, UnitedHealthcare Community Plan will begin serving more eligible members in Kansas with its Dual Special Needs Plan (DSNP) — United Healthcare Dual Complete®, a Medicare Advantage plan. The plan will expand to the following Kansas counties for 2020:

- Atchison
- Bourbon
- Cherokee
- Crawford
- Labette

In addition to these new counties for 2020, the Dual Complete Plan will continue to serve people in Butler, Cowley, Douglas, Franklin, Harvey, Jackson, Jefferson, Johnson, Leavenworth, Miami, Osage, Sedgwick, Sumner and Wyandotte counties.

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Important information for health care professionals and facilities

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Visit UHCprovider.com/KSDSNP for additional information on the Dual Complete Plan or check out the 2020 Dual Complete educational series on the Kansas channel of UHC On Air on Link. Go to UHCprovider.com and click on the Link button in the top right corner. Then choose the UHC On Air tile from your Link dashboard.

Maternity Support for UnitedHealthcare Community Plan Members

Our maternity programs provide UnitedHealthcare Community Plan members with education, resources and individualized support to help them focus on a healthy pregnancy and birth. These programs are available to members at no extra cost. Incentives may be available for care providers and members who participate in the programs.

Visit UHCprovider.com/maternity to learn more.

Change to Protected Income Level

The state announced allocated funding for a protected income level increase to $1,177 a month. This change took effect Sept. 1, 2019, with the increase changing from $747 per month to $1,177 per month.

This change has a significant impact on individuals who receive services to allow them to stay in their own homes rather than live in a nursing facility or institution and it directly impacts Kansans’ quality of life.

Care Provider Enrollment
Managed Care Regulation Implementation Update

All KanCare managed care organization (MCO) network care providers who receive payment for KanCare members are required to be screened and enrolled in the Kansas Medical Assistance Program (KMAP). Care providers must be sure they have enrolled with KMAP and have an active KMAP ID. Failure to do so will result in claims denials as of July 1, 2019. More information is available at kmap-state-ks.us/Public/bulletins/bulletinsearch.asp and searching for KMAP Bulletin #19040.

Synchronization and use of the following data elements across the MCOs and KMAP is critical to accurate claims processing:

- NPI
- Care provider name
- Provider types and specialties/services
- Taxonomy
- Tax ID number

To enroll with KMAP, access the Provider Enrollment Wizard at https://portal.kmap-state-ks.us/ProviderEnrollment/EnrollmentCreate. More information is available at kmap-state-ks.us/Public/bulletins/bulletinsearch.asp and searching for KMAP Bulletin #18261.

All care providers should direct any changes to their provider record to KMAP, the central point of contact for these updates. Once the updates are received, KMAP will forward the requested updates to the MCOs, which will then update their records accordingly.

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Important information for health care professionals and facilities

Care providers can call KMAP at 800-933-6593 with any additional questions on their status with KMAP. They also can contact their Home and Community-Based Services Provider Advocate on their MCO status. A map of advocates is available at UHCprovider.com/content/dam/provider/docs/public/commplan/ks/resources/KS-HCBS-Provider-Advocate-Map.pdf.

Effective with the July 1, 2019 requirements, all physicians and other eligible practitioners who are ordering, referring, attending, prescribing or sponsoring (ORAPS) items or services to Kansas Medicaid beneficiaries (or other professionals who provide services under the state plan) are required to enroll with KMAP and have an active KMAP ID. Claims will deny if the ORAPS provider is not enrolled with KMAP with a valid NPI.

More information is available at kmap-state-ks.us/Public/bulletins/bulletinsearch.asp and searching for General Bulletin #18180, #18183, #18218, #18223 and #18131. You can also search for KMAP Bulletin #19041.

Cultural Competency and the American with Disabilities Act Training

Care provider cultural competency is defined as the ability of providers to effectively deliver health care services that meet the social, cultural, and linguistic needs of patients. This training discusses why cultural competency and the Americans with Disabilities Act (ADA) requirements are important to care providers, including information on:

• Cultural competency overview and the impact of these requirements on care providers
• ADA overview
• Provider’s role in complying with these requirements

This training is available through UHC On Air. For cultural competency resources, visit UHCprovider.com/en/resource-library/patient-health-safety/cultural-competency.html.

Once the care provider completes the training video and/or receives cultural competency training elsewhere, they are encouraged to change their status to “yes” on the provider portal.
Kansas
Community Connections

Community Connections is a quarterly publication for physicians and other health care professionals and facilities in the UnitedHealthcare network.