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We hope you enjoy this edition of Practice Matters. In this issue, you can read about UnitedHealthcare Dual Complete, changes to Healthy Louisiana billing for hospital services, coordination of care between PCPs and specialists, and much more.
UnitedHealthcare Dual Complete

UnitedHealthcare Community Plan on Jan. 1, 2017 started a new Dual Special Needs Plan (DSNP) — UnitedHealthcare Dual Complete — for residents in Louisiana (Jefferson, La Fourche, Orleans, St. Bernard and St. Charles parishes). This is a Medicare Advantage plan for members who qualify for both Medicare and Medicaid.

DSNPs are a specialized type of Medicare Advantage Prescription Drug Plan (MAPD) and must follow existing Centers for Medicare & Medicaid Services rules. DSNPs must:

- Adhere to required MAPD benefits
- Limit enrollment to Medicaid recipients (dually eligible – Medicare and Medicaid)
- Provide Part D benefits
- Offer targeted clinical programs, benefits and services

For more information, go to UHCCommunityPlan.com > For Health Care Professionals > Louisiana > Dual Complete (HMO SNP) Program or contact your Provider Advocate. Please visit UHCprovider.com to validate your address or other demographic information. Keeping your service locations and billing information (tax identification numbers, NPI numbers) current will help to ensure greater directory accuracy for our members.

My Practice Profile

The updated My Practice Profile application (formerly called Provider Data Management) allows you to view and update the care provider demographic data that UnitedHealthcare has for your practice, including:

- Office addresses, hours and locations
- Languages spoken
- Phone, fax and website information
- Ages and genders served
- And more

You can also use My Practice Profile to complete your required quarterly attestation to the accuracy of your demographic information. For a reminder about attestation requirements, please review page 96 of the 2016 Administrative Guide.

To update the care provider or practice data displayed in My Practice Profile, your organization’s ID administrator must grant you submission/updating rights through the User ID & Password Management application on Link.

If you’re new to Link, you can get more information about it at UnitedHealthcareOnline.com > Quick Links > Link: Learn More.

If you have questions, please call the UnitedHealthcare Connectivity Help Desk at 866-842-3278, option 3, 8 a.m. – 10 p.m. Eastern Time, Monday through Friday.

Healthy Louisiana Billing for Hospital Services

To help ensure timely processing and payment of hospital claims for UnitedHealthcare Community Plan members, please review the Louisiana Department of Health’s billing requirements for submitting hospital claims. To receive correct payment in a timely manner, please refer to the specific information regarding commonly billed Revenue, ICD 10 or HCPCS codes located at UHCCommunityPlan.com > For Health Care Professionals > Louisiana > Bulletins.

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The information outlined in the Healthy Louisiana Billing for Hospital Services 2016 bulletin will assist you in submitting a “Clean Claim.”

If you have any questions regarding this notice, please call Provider Services at 866-675-1607 or contact your Provider Relations Advocate.

Member Rights and Responsibilities

UnitedHealthcare Community Plan Member Rights and Responsibilities can be found in the Louisiana Acute Care Provider Manual at UHCCommunityPlan.com/health-professionals/la/provider-training-information.html. Member Rights and Responsibilities are distributed to new members upon enrollment, and members are referred to the handbook annually to review this information.

A Member’s Right to Culturally Competent Care

UnitedHealthcare Community Plan members have a right to receive care that’s culturally competent and respects their cultural and ethnic background and origins. Upon enrollment, we ask for information about their primary language, and plan members receive help with choosing a primary care physician (PCP) who can help meet their cultural needs.

Communication between PCPs and Specialists Is Key to Well-Coordinated Care

Primary care physicians (PCPs) and specialists have shared responsibility for coordinating care and communicating essential patient information to each other. Lack of communication can negatively affect quality patient care.

Relevant information from the PCP to the specialist should include the patient’s history, diagnostic tests and results, and the reason for referring a patient to the specialist for a consultation. The specialist is responsible for timely communication of consultation results to the PCP, and ongoing recommendations and treatment plans.

Specialists who provide care to self-referred patients should alert the PCP of their findings and treatment plans. The name of the patient’s PCP is noted on the member ID card.

Well-coordinated care starts with a regular exchange of information between health care providers to give each patient the highest quality care and care management.

Get Updated Clinical Practice Guidelines

UnitedHealthcare Community Plan promotes the use of nationally recognized evidence-based clinical guidelines to support practitioners in making decisions about health care. We update our guidelines regularly for diabetes, asthma, perinatal care, preventive services, attention deficit hyperactivity disorder, depression and many other health conditions.

To view a complete list of the most current guidelines, go to UHCCommunityPlan.com > For Health Care Professionals > Louisiana > Clinical Practice Guidelines.

A Reminder about Our Language Line

UnitedHealthcare Community Plan provides access to a language line for translation of communications between our staff and non-English speaking members. Language
line use is tracked by our Customer Service Center and reported regularly to the health plan. This helps us know that we're offering adequate access to practitioners who can meet the cultural, ethnic, racial and linguistic needs of our members.

**Reporting Fraud, Waste and Abuse**

If you suspect another provider or member has committed fraud, waste or abuse, you have a responsibility and a right to report it. Please call UnitedHealthcare at **866-675-1607** to report any issues or concerns.

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