



Missouri

Practice Matters

Important information for health care
professionals and facilities.

Summer 2020

United
Healthcare®
Community Plan



We understand that it's a confusing time. Right now, you need all the resources and information you can get. We're working to keep you updated so you can focus on keeping Missouri residents healthy and safe.

First and Foremost, Thank You.

As the people on the front lines of COVID-19, we appreciate your efforts to fight this virus. To all health care professionals who are caring for sick patients and working around the clock to help find solutions – thank you for all you're doing.

Find the Up-To-Date Information You Need

We'll be regularly updating the COVID-19 website with our actions on updating state-specific guidance at your UnitedHealthcare Community Plan site. We also suggest that you check your state's COVID-19 site for the latest news and regulations.

On our sites, you'll find information:

To Help Manage Your Business

- Acceleration of Claim Payments
- Extension of Timely Filing Limits
- CARES Act Information
- Provisional Credentialing
- Requirements to Practice in a New Location
- Changes to Prior Authorization Requirements
- Updates on Delayed Programs and Policies

As You Work With Patients

- Expanded Telehealth Access and Reimbursement
- Telehealth Coding Guide
- Member Cost-Share Waivers
- Assistance with Patient Discharge Planning
- Easier Access to DME and Supplies
- Suspension of HouseCalls and Optum at Home

In this issue:

National Health Center Week 2020

Page 4

**Transportation Assistance — Helping Members in Missouri
Get to Their Appointments**

Page 5

Increasing Immunization Rates

Page 6

Questions?

For more information, call our Provider Services
Center at **888-362-3368**. Visit **[UHCprovider.com](https://www.uhcprovider.com)**.

Page 3

Table of Contents

Community Health Centers: Lighting the Way for Healthier Communities Today and in the Future — August 9–15, 2020

One in every 12 people living in America rely on health center services. That’s why, this summer, UnitedHealthcare Community Plan will support National Health Center Week by celebrating our Federally Qualified Health Center and Rural Health Center partners.

These relationships are imperative to our mission of helping people live healthier lives, as they provide high-quality, cost-effective, accessible care to those who need it most. To celebrate the work and services health centers provide within their communities, we’re supporting several resources and encouraging celebration and appreciation events nationwide.

This year, we’re focusing around the theme of *Lighting the Way for Healthier Communities Today and in the Future*. With this theme, we’re recognizing the broader communities that are making a difference in people’s everyday lives for a brighter future ahead. This includes providers, as well as personnel working in food banks, shelters, housing, employment and transportation services.

To say thank you, several different types of events may take place — either virtually or in person. These celebrations could take shape in many different forms including:

- Community outreach activities
- Open houses
- Free breakfast or lunch deliveries
- Charity events
- Visits from a political representative
- Onsite demonstrations
- Donations
- And more

Other important insights:

Health centers treated over 29 million people in 2019:

- 1 in 3 patients are in or near poverty
- 1.41 million of people served are homeless
- More than 385K of people served are veterans
- 1 in 5 patients are uninsured

Table of Contents

UnitedHealthcare Dual Complete Benefit: Transportation Assistance — Helping Members in Missouri Get to Their Appointments

The UnitedHealthcare Dual Complete® plan transportation benefit can help your patients get to their health care appointments. They can request rides up to 50 miles, one way, to approved locations and back home again.

Transportation coverage may include rides to:

- Appointments with doctors
- Appointments with dentists
- A pharmacy to pick up prescriptions

It's Easy to Set Up a Ride

Non-emergency transportation services are provided by our service partners. Rides should be scheduled three business days in advance of the desired pick-up time. Urgent transportation requests are available 24 hours a day, seven days a week.

Members enrolled in H0169-002 are eligible for up to 60 one-way rides per year. Members or care providers can call:

MedTrans

844-368-6886

8 a.m. – 5 p.m. local time, Monday – Friday

Members enrolled in R3444-011 are eligible for up to 12 one-way rides per year. Members or care providers can call:

LogistiCare

866-418-9812

8 a.m. – 5 p.m. local time, Monday – Friday



Visit UHCprovider.com/MODSNP > 2020 Plan > 2020 UnitedHealthcare Dual Complete® Plan Benefit Flyer to see a full list of benefits in your area.

Table of Contents

Increasing Immunization Rates

This spring, MO HealthNet and all three managed care organizations are launching a joint project that focuses on increasing the number of immunized children, ages 2 and younger. The goal is to test interventions and work with providers and community partners to improve immunization rates in a targeted region of the state. UnitedHealthcare Community and State has selected the Southwest region.

The Department of Health and Social Services (DHSS) provided insights into evidence-based best practices to include in this project. These include:

- Providers give presumptive recommendations for immunizations
- Same-day scheduling
- Utilize IIS (Immunization Information System/ShowMe Vax)
- Implement standing orders for immunizations

Helpful information on this subject can be found on the following websites:

- Centers for Disease Control and Prevention: [cdc.gov/vaccines/hcp/conversations/talking-with-parents.html](https://www.cdc.gov/vaccines/hcp/conversations/talking-with-parents.html)
- Immunization Action Coalition: [immunize.org/standing-orders/](https://www.immunize.org/standing-orders/)

Integrated Physical & Behavioral Health Spotlight:

National Eating Disorder Awareness Week is Feb. 24 – March 1. Eating disorders are the second-most fatal mental health issue, superseded only by opioid use disorder. Seventy percent of children with a confirmed advocacy center interview engage in disordered eating, and often a full-blown eating disorder. It is vital that integrated physical and behavioral health is part of both assessment and treatment for these disorders as they affect, many times fatally, individuals' physical and emotional well-being.

(continued on next page)

Table of Contents

(continued on previous page)

Practitioners of all disciplines need to be aware and have knowledge of how to screen for eating disorders. They also must be able to refer individuals with eating disorders to professionals who specialize in these conditions. For primary care providers, there are a few different methods that can be used for screening a patient.

- Eating disorder screen (ESP): This quick four-question screening can be used to help identify individuals who may need further referral for specialist assessment and treatment.¹
- The Sick, Control, One, Fat, Food Questionnaire: Similar to the ESP, this is a fast, five-question screening.
- The Eating Disorder Examination Questionnaire: More time consuming, this is a 36-item paper and pencil screening method.²

Each method has strengths and weaknesses dependent upon the physician's practice and patient needs. Ideal eating disorder specialist treatment teams are comprised of a medical professional, dietitian, therapist, and when indicated, psychiatrist, all of whom specialize in the treatment of eating disorders. Recovery coaches may also be helpful at varying points in the treatment process.

In Missouri, several additional resources are available to help providers become more educated in treating individuals with eating disorders.

- The Missouri Eating Disorders Council is a resource that provides training on evidence-based practices, other educational information and resources. Go to moedc.org/ to learn more.
- Missouri Eating Disorders Association provides education, advocacy and referral resources at moeatingdisorders.org.
- The International Association of Eating Disorders Professionals has chapters in St. Louis and Kansas City. These chapters provide continuing education and training, as well as assistance with obtaining a certification as an eating disorders specialist (for therapists) or an eating disorders registered dietitian. There are also opportunities for additional advocacy and referrals. Learn more at www.iaedp.com/.

These resources are available to help our providers better serve our members who struggle with disordered eating and eating disorders. It is our goal to promote better outcomes so they can lead healthier, happier lives.

(continued on next page)

Table of Contents

(continued on previous page)

Foster/Adopt News You Can Use

Our members in foster care, adoptive members, former foster youth and members in the custody of the state through the Division of Youth Services have escalated well-child visit requirements. To meet these requirements, it is imperative that their partial and full EPSDT exams are coded correctly. This is especially important for full HCY EPSDT visits. For our former foster youth, it is equally important that well-adult visits are not only coded correctly, but occur on the schedule below.

These additional exams are covered as part of the member's health plan benefits for members with our foster care and independent foster care plan codes. As part of these visits, the members require a trauma and behavioral health screening. For younger members, a developmental screening is also required. The escalated well-exam schedule for these members is presented in the table below.

Age 2 weeks	Age 2 Months	Age 4 months	Age 6 months
Age 9 months	Age 12 months	Age 15 months	Age 18 months
Age 24 Months			

Following age 24 months, members require an EPSDT exam every six months. For our former foster youth who are adults, they require a well-adult exam every six months.

For foster children entering care, children require a partial EPSDT exam within 24 hours. If due to scheduling, this is not possible, an exam is required within 72 hours. They must have a full HCY EPSDT exam within 30 days. Even if they had a full EPSDT HCY exam within the first 24–72 hours of entering foster care, the children still need a follow-up EPSDT HCY exam again within the first 30 days to reassess for behavioral health issues, trauma symptoms, developmental issues and their adjustment to foster care. These appointments are very important and again, are covered by their plan benefits.

Children who have gotten their first tooth are required to have a dental exam within the first 30 days of entering foster care. All children and adults with either a foster care or independent foster plan code need a well-dental exam every six months.

(continued on next page)

Table of Contents

(continued on previous page)

The children and adults who have foster or independent foster plan codes receive annual vision exams. In addition, any pregnant members who have a foster plan or independent foster plan codes receive full maternity benefit coverage.

Please do not advise them to change from these plans. These members receive care management from a specialized foster/adopt team familiar with trauma, behavioral health and the child welfare system. If you are working with a member and are unsure of their care management status or believe they need referral for care management, please call our foster/adopt intake coordinators at **844-450-5201**.

United Healthcare® Community Plan

**13655 Riverport Drive
Maryland Heights, MO 63043**

*National Association of Community Health Centers. Community Health Center Chartbook. January 2020.
<http://bit.ly/Chartbook2020>

¹Cotton, Ball and Robinson, 2003.

²Admir, Gabriel, Bryan, Larsen, Oyler and Ragoza, 2019.

CPT® is a registered trademark of the American Medical Association.

PCA-1-20-00499-C&S-News_07172020

© 2020 United HealthCare Services, Inc.