practice matters

Nebraska | Spring 2019

For More Information
Call our Provider Services Center at 866-331-2243
Visit UHCCommunityPlan.com
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We hope you enjoy the spring Practice Matters. In this issue, you can read about changes to the Care Provider Manual, care coordination, pharmacy coverage, and much more.
Claims Must Have Valid Rendering and Billing Provider NPI Combination

We strive to process your UnitedHealthcare Community Plan claims promptly. One way you can help us do this is by including all relevant information on your claims for Nebraska members, including a valid combination of billing and rendering National Provider Identifier (NPI) numbers.

For dates of service on or after Nov. 1, 2018, all electronic and paper claims must have a valid rendering provider NPI number and billing provider NPI number combination that matches the care provider information enrolled with the Department of Health and Human Services (DHHS). Electronic claim submissions that don’t have a matching rendering and billing provider NPI combination will be rejected and paper claims will be denied.

Your claims must also include the correct billing taxonomy code and nine-digit office ZIP code registered with DHHS. Because the Nebraska DHHS uses this data extensively, it’s important for your claim data to match the data you used in your care provider registration process for a DHHS provider identification number.

Find Out More

To learn more about DHHS claim requirements and billing instructions, visit dhhs.ne.gov > Medicaid & Long Term Care > Provider Information > Physician Handbooks.
Important information for health care professionals and facilities

Care Coordination and Management Programs

The Nebraska UnitedHealthcare Community Plan Health Services Division provides care coordination services for Heritage Health members.

Our care coordination program is a holistic, integrated care management and care coordination delivery approach that addressed medical, behavioral, pharmaceutical and social needs of Heritage Health members. The care management program facilitates appropriate health care services across the continuum of care in a holistic manner, which includes evaluating and promoting options and services to help members achieve quality, cost-effective outcomes.

The primary goal is to help ensure each person receives the right care from the right care providers in the right place at the right time, while holistically supporting a healthy lifestyle. The program focuses interventions on members with complex medical, behavioral, social, pharmacy and specialty needs to help improve access to care, promote better quality of life for members and reduce Medicaid spending.

Some of the programs offered

1) Healthy First Steps Program, which focuses on our pregnant members. Whether an expectant mother is experiencing a high-risk pregnancy or normal pregnancy, the program provides added incentives through our Baby Blocks application and care coordination.

2) Medication Therapy Management Program.

3) Early and Periodic Screening, Diagnostic and Treatment (EPSDT) needs are managed with members through our EPSDT coordinator.

4) Substance Use Disorder (SUD) program assists members collaboratively with our pharmacy, Licensed Independent Mental Health Practitioner (LIMHP) and register nurse (RN) clinical coordinators.

5) Inpatient care management and discharge planning needs are met through our integrated LIMHP, RN, community health workers and pharmacy teams.

If you would like to refer a member to our care management program, call Member Services at 800-641-1902.

Pharmacy Coverage and Copays

UnitedHealthcare Community Plan covers many prescription drugs. There are no copays for medications covered on the Preferred Drug List (PDL) or formulary. The PDL list is a subset of all drugs covered under the plan. Medicare and other insurance copayments may apply.

Care providers use these lists to make sure medications are covered, but there may be situations when a member is asked to pay some or all of the costs of medications. In these instances, you can direct the member to call Member Services at 800-641-1902 for an explanation of costs.

Some reasons a member may be asked to pay for all or part of their medication:

- There is primary insurance coverage other than UnitedHealthcare Heritage Health plan. The member is refilling too soon. Sometimes, an early refill is allowed.
- The pharmacy is out-of-network. Members must use an in-network pharmacy.
- The medication is not a PDL drug. The member will need to work with their care provider to select a drug on the list. They may need to use a generic drug in place of a brand-name drug.

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Important information for health care professionals and facilities

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• The medication may require a prior authorization. The member’s doctor can work directly with UnitedHealthcare.
• The member just became eligible or had a change to their eligibility status.
• The member just joined UnitedHealthcare from a different plan.

It’s important to understand what over-the-counter products are covered by the health plan. In 2019, changes were made to the list of OTC products. You can find the PDL and the formulary list online at UHCprovider.com/necommunityplan > Pharmacy Resources and Physician Administered Drugs.

UnitedHealthcare Community Plan of Nebraska Lends a Hand

Hunger & Homelessness Awareness Week is the national annual program dedicated to bringing attention to the problems of hunger and homelessness. According to America’s Health Rankings, 15 percent of Nebraskan households are unable to provide adequate food for one or more household members due to lack of resources, and nearly six in 10,000 family households suffer from housing insecurity.

To lend a hand and raise awareness, UnitedHealthcare Community Plan of Nebraska presented $3,000 in grants to three local agencies dedicated to serving people in need. Three $1,000 checks were donated to Heartland Hope Mission, Siena Francis House and Matt Talbot Kitchen to purchase food and blankets for Nebraskans in need.

We’re working to help address the social determinants of health that are crucial to improving community health.

We’re Retiring Fax Number Used for Medical Prior Authorization Requests

Use Our Online Tools Instead

We’re always looking for ways to make it easier to do business with us. As part of this effort, we’re retiring our fax number 866-622-1428 for medical prior authorization requests in July 2019. Please use the Prior Authorization and Notification tool available at UHCprovider.com/link.

This is the same website you already use to check eligibility and benefits, manage claims and update your demographic information.

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UnitedHealthcare Dual Complete Plan Benefits Enhanced For 2019

Nebraska residents enrolled in the UnitedHealthcare Dual Complete plan will see several new and improved benefits this year:

- **New Benefit! Chiropractic** – Members are eligible for up to 10 combined visits for routine chiropractic and/or acupuncture care at $0 copay.
- **New Benefit! Meal program** – Member meals can be arranged for delivery of up to 14 meals in seven days following a facility discharge.
- **Health products benefit credits** – FirstLine Medical will provide $140 quarterly/$560 annually in over-the-counter product credits. Members will have the option of using a debit card at their local Walgreens or through the FirstLine Medical Catalog by mail, website or phone. (This is an increase of $40 annual credits; retail use is new in 2019.)

In addition, UnitedHealthcare Dual Complete Plans in Nebraska offer vision, hearing, dental and podiatry benefits beyond what is covered by traditional Medicare. For complete benefit details, visit [UHCprovider.com/necommunityplan](http://UHCprovider.com/necommunityplan).

Individuals may be eligible for UnitedHealthcare Dual Complete plans if they qualify for both Medicare and Medicaid benefits. Interested members can learn more by calling 844-812-5967 between 8 a.m. and 8 p.m., seven days a week or by visiting [UHCprovider.com/necommunityplan](http://UHCprovider.com/necommunityplan).
Practice Matters is a quarterly publication for physicians and other health care professionals and facilities in the UnitedHealthcare network.