



New Jersey

Practice Matters

Important information for health care
professionals and facilities.

Winter 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 Maryland 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

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Questions?

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

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Children's Hospital of Philadelphia Termination from the UnitedHealthcare Community Plan of New Jersey Network

Starting **Dec. 1, 2020**, Children's Hospital of Philadelphia will no longer be in the UnitedHealthcare Community Plan of New Jersey network. This closure affects all UnitedHealthcare Community Plan of New Jersey networks for the following facility:

Children's Hospital of Philadelphia
3401 Civic Center Blvd.
Philadelphia, PA 19104

We've identified and notified all appropriate UnitedHealthcare Community Plan NJ FamilyCare members that Children's Hospital of Philadelphia will no longer be in our network. We also advised them that they may be eligible for continuity of care, which may allow them to continue to receive in-network level benefits at an alternate participating UnitedHealthcare Community Plan of New Jersey hospital.

You or your patient may request continuity of care benefits. If approved, continuity of care allows a member to continue receiving in-network coverage for services with an alternate participating UnitedHealthcare Community Plan of New Jersey hospital. During the time when continuity of care is approved, members who qualify for these benefits may continue to receive covered services for a specified period of time. Please advise affected UnitedHealthcare Community Plan members to refer to the continuity of care benefit information in their certificate of coverage.

Referrals to Alternate Facilities

Starting **Nov. 30, 2020**, please refer any UnitedHealthcare Community Plan members seeking hospital care to an in-network facility in the surrounding area. In-network facilities in the surrounding area include, but are not limited to:

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Hospital Address

Cooper University Hospital

One Cooper Plaza
Camden, NJ 08103

Kennedy University Hospital

435 Hurffville-Crosskeys Road
Turnersville, NJ 08012

Virtua Our Lady of Lourdes Medical Center

1600 Haddon Avenue
Camden, NJ 08103

Virtua Voorhees Hospital

100 Bowman Drive
Voorhees, NJ 08043

Goryeb Children's Hospital at AHS

100 Madison Avenue
Morristown, NJ 07960

Hackensack Meridian Children's Health at K. Hovnanian Children's Hospital at Jersey Shore University Medical Center

1945 State Route 33
Neptune, NJ 07753

Bristol Myers Squibb Children's Hospital at RWJ University Hospital

200 Somerset Street
New Brunswick, NJ 08901

Hackensack Meridian Health Joseph M. Sanzari Children's Hospital

30 Prospect Avenue
Hackensack, NJ 07601

The Unterberg Children's Hospital at Monmouth Medical Center

300 Second Avenue
Long Branch, NJ 07740

Children's Hospital of New Jersey at Newark Beth Israel Medical Center

201 Lyons Ave at Osborne Terrace
Newark, NJ 07112

PSE&G Children's Specialized Hospital

200 Somerset Street
New Brunswick, NJ 08901

You can access a complete list of participating hospitals at [UHCprovider.com/NJcommunityplan](https://www.uhcprovider.com/NJcommunityplan)
> Member Information: Current Medical Plans, ID Cards, Provider Directories, Dental & Vision Plans
> Care Provider Search.



We're Here to Help

We regret any disruption this may cause you or your patients. If you have questions, please call Provider Services at **888-362-3368**. Thank you.

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21st Century Cures Act Enrollment in NJ State Medicaid Fee-for-Service Program

Effective Jan. 1, 2018, the 21st Century Cures Act 114 P.L. 255 required all Medicaid managed care network providers to enroll with the state Medicaid program or risk being removed from UHCCP's provider network at a future communicated date.

If you have not submitted your enrollment application, please continue reading.

An update has been provided by the State of New Jersey Department of Human Services Division of Medical Assistance and Health Services (DMAHS) in the July 2020, Volume 30 No. 18 newsletter. To access the newsletter, please visit www.njmmis.com > Recent Newsletters.

The enrollment application for the 21st Century Cures Act can be accessed directly by going to www.njmmis.com. The application must be downloaded and forwarded directly to the DXC Technology Provider Enrollment Unit office for processing. Please do not send this application directly to UHCCP.

Completed applications can be faxed to **609-584-1192** or mailed to the following address:

DXC Technology Provider Enrollment Unit
P.O. Box 4804
Trenton, NJ 08650

Should you have questions during the NJ Medicaid FamilyCare Program enrollment process, please contact the DXC Technology Provider Enrollment Unit at **609-588-6036**.



Read the full bulletin by [clicking here](#) or visiting UHCprovider.com/njcommunityplan > Bulletins and Newsletters > Current Alerts & Bulletins > 21st Century Cures Act Enrollment in NJ State Medicaid Fee-for-Service Program.

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Our New Emergency Department (ED) Professional Evaluation and Management (E/M) Coding Policy

We've implementing a new policy, effective Oct. 1, 2020, that is designed to help reduce your administrative burden and reinforce accurate coding practices.

Our new ED Professional E/M Policy:

- Will focus on professional ED claims that are submitted with level 5 E/M code 99285
- Applies to claims submitted for UnitedHealthcare Community Plan members on both paper form CMS-1500 and Electronic Data Interface (EDI) transaction 837P claim files



Read the full bulletin by [clicking here](#) or visiting UHCprovider.com/njcommunityplan > Bulletins and Newsletters > Current Alerts & Bulletins > [New Emergency Department \(ED\) Professional Evaluation and Management \(E/M\) Coding Policy](#).

Reminder: Perinatal Risk Assessment Form Requirements

On June 1, 2020, New Jersey began enforcing new data reporting requirements as a condition of Medicaid payment for prenatal care. Under the new law, prenatal care providers must submit first visit and third trimester assessments through Perinatal Risk Assessments Plus (PRA Plus), accessed through PRA|SPECT, for all UHCCP Medicaid Managed Care members.

Care providers must submit the Perinatal Risk Assessment Form electronically to PRA|SPECT at www.praspect.org. The forms must be submitted within one week after the member's first visit and third trimester appointments. Care providers who fail to submit data for these patients through the PRA|SPECT system cannot be reimbursed for prenatal services.



Read the full bulletin by [clicking here](#) for more information or by visiting UHCprovider.com/njcommunityplan > Bulletins and Newsletters > Current Alerts & Bulletins > Perinatal Risk Assessment Form Requirements.



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Reminder: Early Elective Delivery Reimbursement Changes

Effective July 1, 2020, non-medically indicated EEDs performed at a hospital on a pregnant woman earlier than 39 weeks of gestation will not be reimbursed by NJ FamilyCare (NJFC) Medicaid Program.



Read the full bulletin by [clicking here](#) for more information or by visiting UHCprovider.com/njcommunityplan > Bulletins and Newsletters > Current Alerts & Bulletins > [Early Elective Delivery Reimbursement Changes](#) – Effective July 1, 2020.

Tips to Help Improve the Patient Office Visit Experience

We believe members who have positive experiences are more likely to follow medical advice and treatment plans from their care provider. That's why we've created a handout with a few best practice reminders for you to consider that include best practices for prior to the member's visit, office visit reception, during the visit and post-visit.



Read the full handout by [clicking here](#) for more information or by visiting UHCprovider.com/njcommunityplan > Forms and References > Reference Guides > Tips to Help Improve the Patient Office Visit Experience.



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UnitedHealthcare Dual Complete®: New Jersey Members Matched with a Navigator

The UnitedHealthcare Dual Complete® plan will now pair our members with a Navigator, a go-to-person for support, to assist them every step of the way on their health journey in New Jersey. Members will receive this service at no added cost.

Navigators will be able to help members:

- Make a plan to help with questions about medical, food and housing needs
- Schedule appointments and transportation to their doctor, dentist or pharmacy
- Review plan benefits and over-the-counter products coverage details
- Help ensure they and the people that take care of them at home have what they need

It's Easy For Members To Reach a Navigator

Members just call the number on the back of their member ID card. Navigators are available 8 a.m. – 5 p.m local time, Tuesday – Friday.

Encourage your patients to utilize this new service to get the most of their UnitedHealthcare Dual Complete® plan.



To learn more about the UnitedHealthcare Dual Complete® plan in New Jersey, visit UHCprovider.com/NJDSNP or ask your Provider Advocate.

*Navigator availability may vary by plan, location or member.

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