



Ohio

Practice Matters

Important information for health care
professionals and facilities.

Summer 2020

A large, decorative white graphic consisting of several thick, curved lines that sweep across the bottom half of the page, resembling a stylized wave or a series of overlapping paths.

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 Ohio 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 **800-600-9007**. Visit **[UHCprovider.com](https://www.uhcprovider.com)**.

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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

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New Educational Resources for the 2020 UnitedHealthcare Dual Complete Plan

New resources for the 2020 UnitedHealthcare Dual Complete® plan are now available on the Ohio UHC On Air channel. These courses include valuable program information and meaningful updates for your office staff. Courses are pre-recorded and available online 24/7.

2020 courses include:

- Dual Special Needs Plans: An Introduction
- Dual Special Needs Members: Who Are They?
- The UnitedHealthcare Dual Complete Plan in Ohio

Simply **sign in to Link** with your Optum ID or visit <https://cx.uhc.com/content/uhc-provider/uhconair/en/states.html> to begin watching.



Visit [UHCprovider.com/OHDSNP](https://cx.uhc.com/OHDSNP) to learn more about the Dual Special Needs plans offered in your area.

Completing a Well Visit During a Sick Visit

Did you know that the five Ohio Medicaid Managed Care Plans pay for a well visit to be completed on the same day as a sick visit? Both the well visit and sick visit are paid at 100% with the addition of a modifier 25.

Children often only visit their provider when they're sick. And many caregivers find it difficult to schedule a well visit because they're unable to miss work. Completing the well visit during the sick visit may be the only opportunity the provider has to complete a well visit during the year, and give the child any immunizations they need. Therefore, all Medicaid Managed Care Plans provide payment for a combination of certain services on the same day including sick visits, well visits, immunizations and lab tests (including lead).

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How to Bill

When a patient is seen in the office for a well visit as a new or established patient, providers can bill that diagnostic exam as an E&M-25. Providers should reference the most up-to-date sources of professional coding guidance for valid CPT®/HCPCS codes.

In order to receive payment, follow the billing guidelines:

Visit Type	ICD-10 Codes	CPT Codes	Modifiers
Well Visit	Z00.129	(99381-5 or 99391-5)	None
Well + Immunizations	Z00.129, Z23	(99381-5 or 99391-5)	25
Well + Sick	Z00.121 AND appropriate sick ICD-10 code	(99381-5 or 99391-5) and 9921x	25
Well + Sick + Immunizations	Z00.121, Z23, AND appropriate sick ICD-10 code	(99381-5 or 99391-5) and 9921x	25 for sick 25 for immunizations

Best Practices for Improving Well Visits in Your Practice

- Consider every visit an opportunity for a well visit and an immunization visit.
- Schedule the next well visit during checkout.
- Collaborate with your electronic health record (EHR) vendor to incorporate pop-up alerts for preventive services.
- Check the payer-specific provider portal when a member arrives at your office without their insurance card.
- Clarify payer procedures for covering well visits every calendar year, not every 365 days.

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Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)/Medicaid's Healthchek Program

This program helps ensure that members, younger than age 21, have access to services that are available in accordance with federal EPSDT requirements found at 42 U.S.C. 1396d(r) as amended. This includes medically necessary services covered by Ohio Medicaid, as well as any medically necessary screening, diagnostic and treatment services available to Medicaid consumers that go beyond the applicable coverage and limitations set forth in Division 5160 of the Ohio Administrative Code (OAC). Screening components, frequencies and indications of need for further evaluation are in accordance with the most current American Academy of Pediatrics recommendations for pediatric preventive health care. Prior authorization and coverage determinations are based on medical necessity.

Advancing Health Equity Multi-Credit Education

With the U.S. population becoming increasingly diverse, it's important to consider how diversity can affect the way that health care services need to be adapted to meet various social, cultural and linguistic needs. Health equity refers to the elimination of health-related disparities across diverse populations, including access to care, utilization of care, presence of disease and health outcomes.

By completing this course, you will be better informed on the complexity of cultural health disparities and how you can work toward achieving health equity. You can also receive 3.5 education credits toward AMA, ACPE, ANCC, APA, ASWB, CCMC and attendance CME/CEs. This course is available at no cost to you.

Let's get started.



Visit optumhealtheducation.com/wellness/advancing-health-equity to learn more and complete the Advancing Health Equity activity. If you're new to the site, you can easily create an account to access and track your progress.

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Learning Objectives:

- Identify health disparities and their causes
- Define cultural competency
- List the concepts of cross-cultural communication
- Explain the development and the utility of the enhanced National Standards for Culturally and Linguistically Appropriate Services in Health and Health Care (CLAS standards)
- Understand the impact of health literacy and how to work with patients who have limited English proficiency (LEP)
- State the impact of cultural sensitivity in a health care setting through case study examples

Together, we can make the health care system work better for everyone. Thank you for caring for our members.

After-Hours Care Options for UnitedHealthcare Community Plan Members

Recent research has found that members are increasingly interested in options for after-hours care. Be sure to remind your patients of the following UnitedHealthcare Community Plan options the next time they're at your office.

After-Hours Voicemail

For non-emergencies, suggest that your patients call your office and leave a voicemail on the after-hours line. The nurse or the doctor on duty, can call them back to address what the next step should be. Make sure they know that the provider on call should be able to call in a prescription to their local pharmacy if medications are needed.

NurseLine

Remind patients about UnitedHealthcare's 24-hour NurseLine. Registered nurses are available to answer members' health-related questions 24 hours a day, seven days a week, at no cost to the member. Please have your patients call NurseLine at **800-542-8630** for any after-hours health questions.

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Telehealth services

If you offer, telehealth services, be sure to let your patients know. UnitedHealthcare is streamlining care for our members with the Doctor Chat app. With the Doctor Chat app, your patients can avoid the emergency room and connect with a doctor instantly from their computer or mobile device within 90 seconds. The Doctor Chat app offers a HIPAA-compliant platform with emergency doctors on call from 9 a.m. – 9 p.m., 365 days a year. Please encourage your patients to download the Doctor Chat app or visit **UHCDoctorChat.com** to learn more.

Urgent care facilities

Educate your patients about using urgent care facilities for after-hours care. Some urgent care facilities are open until 10 p.m., but most have hours up until 8 p.m. Urgent care centers are a favorable choice for non-emergent and non-life-threatening situations. Urgent care facilities can provide quick treatment of infections, fever, minor cuts or burns and symptoms of cold and flu. Please advise your patient to go to the nearest urgent care facility if they call after hours and you can't fit them in.

Emergency room

In the event of an emergency or life-threatening situation, please advise your patient to go to the emergency room (ER) for immediate care. The following are some examples of when a member should go to the emergency room:

- Chest pains
- Shortness of breath
- Seizure or loss of consciousness
- Severe abdominal pain
- Paralysis or slurred speech
- Changes of vision
- A broken bone
- Uncontrollable bleeding
- A severe allergic reaction

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Please tell your patient to call 911 in the case of a life-threatening emergency.

Medical transportation

National MedTrans is the transportation broker for UnitedHealth Group. National MedTrans is working in collaboration with Lyft to cover urgent and short-notice trip requests when our members aren't able to provide advance notice. If your patient needs after-hours transportation, please have them contact National MedTrans at **800-269-4190** to see if there is a transportation provider available who can accommodate the trip.

LDCT Screenings and Their Positive Impact on Detection and Outcomes

Lung cancer is the third most common cancer and the leading cause of cancer death in the United States. Unfortunately, lung cancer doesn't have a good prognosis. Nearly 90% of persons with lung cancer will die of the disease.

As providers in the medical community, we are obligated to do our part by utilizing LDCT screenings to help reduce the risk of lung cancer mortality rates in members who may be at risk. By doing so, we can take a proactive step to help eliminate the danger of lung cancer before symptoms of the disease occur, which at that point may be too late.

Recent research has shown that using LDCT screenings per the guidelines of the United States Preventive Services Task Force (USPSTF) and the National Lung Screening Trial (NLST) can have a significant impact on the preventive measures of lung cancer detection. These findings have also led to support long-term cost effectiveness of these preventive measures toward the target population.

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For further information on the NLST screenings and findings, please visit the websites below.

USPSTF – NLST Review: [uspreventiveservicestaskforce.org/uspstf/document/RecommendationStatementFinal/lung-cancer-screening#Pod1](https://www.uspreventiveservicestaskforce.org/uspstf/document/RecommendationStatementFinal/lung-cancer-screening#Pod1)

Cost-Effectiveness Analysis of Lung Cancer Screening in the United States: A Comparative Modeling Study

ncbi.nlm.nih.gov/pubmed/31683314

The Voice of Our Network

UnitedHealthcare Community Plan of Ohio is committed to the Institute for Healthcare Improvement (IHI) Triple Aim of better quality and a better experience of care at a lower cost. In addition to these three aims, which form the cornerstones of a high-performing health care system, we truly value **provider satisfaction**. In fact, it's often added as a fourth aim to the IHI framework, leading to a Quadruple Aim.

We recognize that taking care of our Medicaid, Dual Special Needs and MyCare Ohio members can be highly complex, challenging work due to the combination of medical and social conditions that are highly prevalent. We also recognize that provider burn-out rates are at an all-time high. The COVID-19 pandemic has exacerbated many aspects of an already extremely stressed system. This has only increased our commitment to helping ensure that our provider network has the support it needs to continue to serve all Ohioans.

It was just prior to the COVID-19 crisis that Community Plan of Ohio had begun the process of reinvigorating our **Provider Advisory Council**. This highly valued committee is composed of select providers who are contracted with our plan and serve our members. In an effort to bring a new focus and truly “listen” to the voice of our providers, we have infused new blood into our council with the addition of several providers representing various specialties and care settings. We now have representation from medical, surgical and behavioral health providers practicing in academic and community practices, rural and urban settings, federally qualified health centers and private practices. This diversity will allow us to get a broader view of how our plan policies, protocols and decisions impact our providers and their ability to care for our members. We will continually find and work on areas for improvement.

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We have never been more appreciative and grateful for your service to our members, **your patients**, than during this unprecedented time. During the past several weeks, UnitedHealthcare has provided support to our members and many providers across the state in a multitude of ways, and we continue to look for additional opportunities.

We remain fully committed to making the health care system work better for everyone and to help our members live healthier lives. It is this mission that drives our daily work and unwavering focus on continuous quality improvement. As always, we welcome your insights, feedback and input.

Srinivas Merugu, MD, FACP

CMO and VP of Population Health

UnitedHealthcare Community Plan of Ohio

United Healthcare® Community Plan

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

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