



Pennsylvania

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 Pennsylvania 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 **877-842-3210**. 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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COVID-19 Resources Reminder

For the latest on COVID-19, visit the Centers for Disease Control at **CDC.gov**. For UnitedHealthcare benefits information and resources related to COVID-19, visit **UHCprovider.com/covid19**.

UnitedHealthcare Clinical Programs and Resources

UnitedHealthcare Community Plan has a variety of programs and resources that can assist you in providing members with care that helps them live healthier lives. Here are just a few resource examples:

- **Diabetes Prevention Program:** Helps members reduce weight and increase physical activity – decreasing their risk for diabetes – through a series of lifestyle meetings with a health coach (Pittsburgh only, more locations to be added later this year)
- **Healthy First Steps:** Provides support to members as they navigate through their pregnancy and first 60 days postpartum
- **NurseLine:** Allows members to talk by phone with registered nurses who are trained to provide resources or information
- **Smoking Cessation:** Gives members up to 70 visits for tobacco cessation counseling per year and coverage for products and medication to help members quit tobacco



To learn more about programs and resources available, go to **UHCprovider.com/PACommunityplan** > Bulletins and Newsletters > Guide to UnitedHealthcare Community Plan of Pennsylvania Clinical Programs.



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Special Needs Unit Reminder

The UnitedHealthcare Special Needs Unit offers services for members who have unique needs due to ongoing physical, developmental, emotional or behavioral conditions. The unit educates and helps UnitedHealthcare Community Plan members:

- Find a doctor or dentist
- Identify and connect with community and state resources
- Connect with behavioral health providers and case management
- Access the transportation benefit
- Understand and coordinate their other benefits

Learn More

For more information about the Special Needs Unit, go to UHCprovider.com/PACommunityplan > Provider Administrative Manual and Guides > Pennsylvania > View the UnitedHealthcare Community Plan of Pennsylvania Care Provider Manual.



Call the Special Needs Unit at **877-844-8844** to connect a UnitedHealthcare Community Plan member with these services.

Abuse Reporting

You are required by law to report suspected abuse or neglect — for children and adults.

For suspected child abuse or neglect, call ChildLine at **800-932-0313**. You can also report electronically at compass.state.pa.us/cwis.

For suspected adult abuse or neglect, visit dhs.pa.gov > Adult Protective Services.

For suspected abuse or neglect regarding individuals, ages 60 and older, visit aging.pa.gov > Protective Services.

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Resources and Information

- Pennsylvania Code Suspected Child Abuse Mandated Reporting Requirements: pacode.com
- Child Protection in Pennsylvania: KeepKidsSafe.pa.gov
- Identification of Child Abuse and Neglect: childwelfare.gov/topics/can/identifying/
- Statewide Elder Abuse Hotline: Call **800-490-8505** if you are concerned about individuals, ages 18-59, with disabilities, or individuals older than 60.

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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