



Subject: Requirement for Certification of Terminal Illness Stays

When UnitedHealthcare Community Plan members with TennCare Medicaid enter hospice care, we want to help you ensure that those members are receiving the proper level of care and resources. Starting [Jan. 1, 2020], we'll require you to complete a Certification of Terminal Illness (CTI) form for members in hospice care. You can find information on creating a CTI form and requirements at [cms.gov > Regulations and Guidance > Transmittals > 2016 Transmittal Items > SE1628](https://www.cms.gov/Regulations-and-Guidance/Transmittals/2016/Transmittal-Items/SE1628).

What This Means for You

If you have a patient in hospice care, you'll need to send us the completed CTI form to align with the Centers for Medicare & Medicaid Services (CMS) hospice certification guidelines. UnitedHealthcare Community Plan of Tennessee follows CMS guidelines and requires a new CTI form to be submitted with the initial hospice claim, again after the first 90 days, again at 180 days, and then every 60 days thereafter. Each period requires the physician to certify that the member is terminally ill and has a life expectancy of six months or less. Please submit the first form at the beginning of the fourth month of the member's initial stay and be sure to note the additional time frames thereafter.

Submitting the CTI form can also help you avoid claim payment delays. If you already have a CTI form that you're currently using, you can send us that form. You can mail or fax either form to:

- **Mail:**
[UnitedHealthcare Community Plan
P.O. Box 5220
Kingston, NY 12402]
- **Fax:** 801-994-1224

Claims Process and Reconsideration

You can submit claims by mail, or online at [UHCprovider.com/claims]. If there's no CTI form on file, we'll deny the claim. You don't need to submit medical records when sending us the CTI form.

You can submit claims online using the claimsLink tool on Link. Sign in to Link by going to [UHCprovider.com] and clicking on the Link button in the top right corner. Then, select the claimsLink tile on your Link dashboard.

If we deny claims because of a missing CTI form, you can submit for reconsideration by going to [UHCprovider.com/claims] > Submit a Corrected Claim, Claim Reconsideration/Begin Appeal Process.

We're Here to Help

If you have questions, please call Provider Services at [[800-690-1606](tel:800-690-1606)]. Thank you.