

Piedmont Community Health Plan Sale of Medicare Advantage Plans to UnitedHealthcare

Frequently Asked Questions

Overview

On Oct. 1, 2019 Piedmont Community Health Plan sold its Medicare Advantage plans to UnitedHealthcare. Piedmont Community Health Plan and UnitedHealthcare have jointly decided that Piedmont will continue selling Medicare Advantage plans that have 2019 effective dates. With this acquisition, we'll expand our health plan offerings in the Virginia area starting **Jan. 1, 2020**.

For Piedmont Community Health Plan members, it'll be "business as usual" through Dec. 31, 2019. Benefits, care provider network, pharmacy network and insurance policies will not change between now and Dec. 31, 2019. Members should continue using their existing Piedmont insurance card and continue to work with Piedmont Customer Service and Medical Management.

UnitedHealthcare will contact care providers and members with more information about their plan benefits, 2020 enrollment, coverage details, pharmacy network and more before Jan. 1, 2020.

Key Points

- UnitedHealthcare purchased Piedmont Community Health Plan Medicare Advantage Plans.
- Beginning Jan. 1, 2020, all care provider service will be fully transitioned to UnitedHealthcare.
- Piedmont Community Health Plan Medicare Advantage Plans will continue to operate in 2020 under UnitedHealthcare's management.

Frequently Asked Questions

Why did Piedmont Community Health Plan sell its Medicare Advantage plans to UnitedHealthcare?

Given the many requirements of the Medicare Advantage program, it became increasingly difficult for Piedmont Community Health Plan to operate its Medicare Advantage plan efficiently. By selling the Medicare Advantage plans instead of simply closing them, Piedmont provided UnitedHealthcare the opportunity to serve these valued members with our industry-leading portfolio of Medicare products.*

UnitedHealthcare is also the nation's largest Medicare Advantage insurer, serving 1 in 5 Medicare-eligible consumers. Our plans are comprehensive, convenient, satisfying and dependable.¹

Some plan exclusions may apply.

¹ Forbes. Jaspen, Bruce. UnitedHealth Group To Sell Medicare Advantage In 100 More U.S. Counties. Oc. 1, 2019. forbes.com/sites/brucejaspen/2019/10/01/unitedhealth-group-to-sell-medicare-advantage-in-100-more-us-counties/#3f7b10f8e7ee. Accessed October 2019.

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What are the plan names for these 2020 plans?

The plan names for 2020 are:

- Piedmont Select Medicare Option One (PPO)
- Piedmont Select Medicare Option Two (PPO)
- Piedmont Select Medicare Option Three (PPO)

Though plan names still say Piedmont Community Health Plan, all materials will otherwise reference the UnitedHealthcare brand. Materials will use the UnitedHealthcare logo in addition to the Piedmont Community Health Plan brand.

Other UnitedHealthcare Medicare Advantage plans are available in this area, separate from the Piedmont Community Health Plans. These plans have UnitedHealthcare or AARP branding. You may continue to see these members as usual, there are no changes occurring with these other plans.

Care Provider Concerns

Can I call my Provider Advocate for questions or issues about a Piedmont Community Health Plan member?

In 2019, please direct questions to Piedmont Community Health Plan, as they are responsible for dates of service through Dec. 31, 2019.

Beginning Jan. 1, 2020, all care provider service will be fully transitioned to UnitedHealthcare and your Provider Advocate will have all of the information to support you. As always, Provider Advocates can help answer questions about all other UnitedHealthcare Medicare Advantage plans.

Where should I send claims? Who will pay claims?

In 2019, continue to handle claims as you normally have for Piedmont Community Health Plan members. You'll still be able to view claims status and payment details.

In 2020, you can submit claims or view claim details and status by visiting UHCprovider.com/claims and signing in to Link.

How should I verify eligibility?

In 2019, continue to handle as you normally have for Piedmont Community Health Plan.

In 2020, for UnitedHealthcare, you can verify eligibility at UHCprovider.com > Eligibility and Benefits > Check Member Eligibility. Eligibility can also be verified by calling UnitedHealthcare Provider Services at **877-842-3210**, or the number on the back of the member's ID card.

How should I handle referrals?

These plans do not require referrals.

How should I handle prior authorizations and inpatient hospital notifications?

For 2019 dates of service, continue to handle prior authorizations and inpatient notifications as you normally have for Piedmont Community Health Plan.

In 2020, you can request prior authorizations and hospital inpatient notifications at UHCprovider.com/paan. You should make hospital inpatient notifications prior to admission in non-emergency cases. You can also request prior authorizations and notifications by calling UnitedHealthcare Provider Services at **877-842-3210**, or the number on the back of the member's ID card.

What if I accidentally sent a claim to UnitedHealthcare before Jan. 1, 2020? Will it be re-routed or will it be rejected?

We'll reject claims submitted to UnitedHealthcare for dates of service prior to Jan. 1, 2020. You'll need to re-submit to Piedmont Community Health Plan.

What if I accidentally sent a claim to Piedmont Community Health Plan for a date of service after Jan. 1, 2020? Will it be re-routed or will it be rejected?

Claims submitted to Piedmont Community Health Plan for dates of service after Jan. 1, 2020 will be rejected. You'll need to re-submit to UnitedHealthcare.

What guidelines apply for claim reconsideration requests and appeals?

Piedmont Community Health Plan's claim reconsideration guidelines and appeal policies apply for dates of service through Dec. 31, 2019.

UnitedHealthcare claim reconsideration guidelines and appeal policies apply for dates of service beginning Jan. 1, 2020. For more information about UnitedHealthcare's claim reconsideration and appeal policies, visit UHCprovider.com/claims > [Submit a Corrected Claim, Claim Reconsideration and Projects / Begin Appeal Process](#).

Do UnitedHealthcare's medical and reimbursement policies apply?

Piedmont Community Health Plan's medical and reimbursement policies apply through Dec. 31, 2019.

UnitedHealthcare's medical and reimbursement policies apply beginning with Jan. 1, 2020 dates of service. Please go to UHCprovider.com > Policies and Protocols for more details on UnitedHealthcare's Medicare Advantage Policies.

Do I need to send demographic updates – such as adding a place of service – to both Piedmont Community Health Plan and UnitedHealthcare?

Through Dec. 31, 2019, continue to follow existing protocol to submit changes to Piedmont Community Health Plan.

In 2020, UnitedHealthcare's protocols to submit demographic updates apply. To update your demographic profile go to UHCprovider.com > Menu > Demographics and Profile > My Practice Profile Tool.

Can I refer patients to the same hospitals and specialists in 2020?*

Yes. In 2020, members will have access to the full UnitedHealthcare Medicare Advantage national network. These are still PPO plans where members have access to out-of-network care providers at higher cost share. Since the 2020 UnitedHealthcare Medicare Advantage network is a national network, members who travel out of state can still access in-network care with participating care providers.

*Network exclusions may apply.

Are there any changes to prescribing processes?

No. There aren't any changes in prescribing protocols. If there are any changes in the future, UnitedHealthcare will notify care providers and members appropriately.

Can I send prescriptions to the same pharmacies?

Yes. The pharmacy network remains unchanged. UnitedHealthcare will continue to use CVS Caremark Pharmacy as the pharmacy benefits manager for the Piedmont Community Health Plans for 2019 and 2020.

Medicare Advantage Member Concerns

How will this change affect Medicare Advantage members?

Piedmont Community Health Plan and UnitedHealthcare have jointly decided that Piedmont will continue selling Medicare Advantage plans that have 2019 effective dates. These members will be enrolled by Piedmont, given a Piedmont insurance card and use their plan according to Piedmont policies and procedures until Dec. 31, 2019.

It will be "business as usual" for Piedmont Community Health Plan members through Dec. 31, 2019. Benefits, care provider network, pharmacy network and insurance policies will not change between now and Dec. 31, 2019. Members should continue using their existing Piedmont insurance card and continue to work with Piedmont Customer Service and Medical Management.

UnitedHealthcare will contact members with more information about their plan benefits, 2020 enrollment, coverage details, pharmacy network and more before Jan. 1, 2020.

How many members will this affect?

Piedmont Community Health Plan currently serves about 4,900 members in the Medicare Advantage program. Changes for these members won't take effect until 2020.

Will plan members included in this change have different ID cards? If so, when will they be sent?

Yes. For plan year 2020, members will receive a new UnitedHealthcare branded ID card. These will be mailed to members in mid-December. For plan year 2019, members will continue to use their existing Piedmont branded ID cards.

What Customer Service phone number can members use?

For 2019, members will continue to use the Piedmont Community Health Plan Customer Service number at **877-210-1719** or by calling from the Lynchburg area **434-947-3671**.

For 2020 dates of service, UnitedHealthcare's Member Service phone number is **866-272-1967**. This phone number is available to answer any 2020 benefit questions.

Do walk-in services apply for Piedmont Community Health Plan members?

Yes. Members can use walk-in services for Piedmont Medicare Advantage members until Dec.31, 2019. Members should continue to call or visit Piedmont Community Health Plan directly as needed.

For 2020, if members want to use walk-in service, UnitedHealthcare has a Medicare Advantage Customer Service Center located at 3645 Thirlane Rd NW, Roanoke, VA 24019 with walk-in hours Monday through Friday, 10:00 a.m. to 2:00 p.m.

Will member's pharmacy benefit be affected for dates of service through 2019?

No. Drug benefit, pharmacy network and insurance policies will not change between now and Dec. 31, 2019. Members can continue using their existing Piedmont insurance card and contact Piedmont Customer Service, Piedmont Medical Management and CVS/Caremark until Dec. 31, 2019. For the 2020 plan benefit, UnitedHealthcare will continue to use CVS/Caremark as the pharmacy benefit manager, so mail order prescriptions with refills will remain valid.

The Value of UnitedHealthcare

What valuable additions does UnitedHealthcare have to offer?

Beginning January 2020, Piedmont Community Health Plan members may receive, in addition to their health care coverage, added benefits and services including:

- Access to care nationwide at in-network costs using the UnitedHealthcare Medicare national network.
- HouseCalls, which offers UnitedHealthcare plan members a yearly in-home visit with a trusted licensed medical practitioner in the privacy of the member's own home – at no additional cost.
- Committed customer service teams who take the time to help answer member questions and resolve issues.
- The UnitedHealthcare Advocate4Me service model, which allows its team to schedule important wellness appointments and screenings for members- which are key in disease prevention and early detection.
- Navigate4Me – a program which pairs the chronically-ill and most vulnerable members with dedicated service and clinical support.
- Renew Rewards and Renew Active™ which offers members the benefit of a healthier lifestyle with financial incentives for meeting specified goals, gym memberships within three miles of most homes and memory activities for brain health.

Resources

Who do I contact for care provider support?

In 2019, contact Piedmont Community Health Plan Customer Service or Barb Nash, Director of Provider Relations at: barb.schlesinger-nash@pchp.net or **434-947-4463** ext. 223.

For questions about other UnitedHealthcare plans, you can call UnitedHealthcare Provider Services at **877-842-3210**, or the number on the back of the member's identification card. You can also reach out to a Provider Advocate by email at va_pr_team@uhc.com.