

UnitedHealthcare Individual Exchange/Individual and Family Plans Reimbursement Policy Update Bulletin: February 2024

New		
Policy Title	Effective Date	Summary of Changes
Diagnosis Code Requirement Policy, Professional and Facility (Reminder)	May 1, 2024	<p>Effective with date of service May 1, 2024, UnitedHealthcare Individual Exchange Plans will introduce a comprehensive Diagnosis Code Requirement Policy for both Professional and Facility services. This new policy will integrate the existing ICD-10-CM guidelines covered by the Outpatient Hospital Inappropriate Primary Diagnosis Codes Policy, Facility, and the Inappropriate Primary Diagnosis Codes Policy, Professional.</p> <ul style="list-style-type: none"> Additionally, the policy will address the Excludes 1 coding within the ICD-10-CM framework. Excludes 1 guidelines denote mutually exclusive codes, representing two conditions that cannot be reported together - such as a congenital form versus an acquired form of the same condition. All providers should align to coding with the excludes 1 guidelines when submitting claims; however, at this time the application of these guidelines is specifically for Inpatient Claims. <p>Providers are expected to accurately submit diagnosis codes in alignment with ICD-10-CM requirements.</p>

Revised		
Policy Title	Effective Date	Summary of Changes
<ul style="list-style-type: none"> Telehealth/Virtual Health Policy, Professional Telehealth Policy, Facility 	May 1, 2024	<ul style="list-style-type: none"> Effective with dates of service on or after May 1, 2024, UnitedHealthcare will enhance the Telehealth/Virtual Health Policy, Professional and Telehealth Policy, Facility for originating site services, HCPCS code Q3014. Claim lines submitted for an originating site service with code Q3014 will be considered for reimbursement only if the telehealth distant site provider's claim does not report a place of service (POS) code 10 for the same telehealth encounter. POS code 10 identifies the patient is receiving telehealth at home so no originating site services would be incurred.

Retired		
Policy Title	Effective Date	Summary of Changes
Outpatient Hospital Inappropriate Primary Diagnosis Code Policy, Facility (Reminder)	May 1, 2024	UnitedHealthcare is retiring the Outpatient Hospital Inappropriate Primary Diagnosis Code Policy, Facility. Coding guidelines from this policy will be included in the new Diagnosis Code Requirement Policy, Professional and Facility.
Inappropriate Primary Diagnosis Codes Policy, Professional (Reminder)	May 1, 2024	UnitedHealthcare is retiring the Inappropriate Primary Diagnosis Codes Policy, Professional. Coding guidelines from this policy will be included in the new Diagnosis Code Requirement Policy, Professional and Facility.

Note: The absence of a policy does not automatically indicate or imply coverage. As always, coverage for a health service must be determined in accordance with the member’s benefit plan and any applicable federal or state regulatory requirements.



The complete library of UnitedHealthcare Individual & Family Plan Reimbursement Policies is available UHCprovider.com > Policies and Protocols > Exchange-Policies > [Exchanges-Reimbursement-Policies](#).