

UnitedHealthcare Community Plan Reimbursement Policy Update Bulletin: December 2021

New			
Policy title	State(s)	Policy summary	Effective date
Telehealth/Virtual Health Policy, Professional	Arizona, California, Florida, Hawaii, Indiana, Kansas, Maryland, Massachusetts, Michigan, Mississippi, Missouri, Nebraska, New Jersey, New York, North Carolina, Ohio, Pennsylvania, Tennessee, Rhode Island, Texas, Virginia, Washington, Wisconsin	<ul style="list-style-type: none"> As previously communicated beginning in the September 2021 Network Bulletin, the Telehealth and Telemedicine Policy, Professional will have its name changed to “Telehealth/Virtual Health, Professional.” In addition, the term “virtual health” will be added to the policy to encompass all synchronous, asynchronous, and remote physiologic monitoring (RPM) care between health care professionals and patients. This includes telehealth/telemedicine, communication technology-based services (CTBS), e-visits, virtual check-ins, and interprofessional telephone/internet/electronic health record consultations. 	January 1, 2022

Readmission Policy, Facility	Kentucky	<ul style="list-style-type: none"> In accordance with 907 KAR 10:830 Claims for a member who is discharged from a facility and readmitted for a same primary diagnosis (first 3 digits) to the same facility within 14 days will be denied. An adjusted claim for the first admission will need to be submitted to include the additional services from the Readmission stay. Clinical review is not performed. Exceptions: <ul style="list-style-type: none"> Planned Readmissions. Admissions for cancer or chemotherapy Transfers Claims for members who leave AMA (Against Medical Advice) Obstetrical Readmissions Transplant claims 	January 1, 2022
Readmission Policy, Facility	Nebraska	<p>The initial notification was provided in the October 2021 Network Bulletin, as a reminder the Readmission Policy will be adopted for Nebraska:</p> <ul style="list-style-type: none"> When a patient is discharged from an acute care hospital and is readmitted as an inpatient to a facility in the same hospital system within the applicable time frame for the same DRG, the Readmission claim will deny. Exception: <ul style="list-style-type: none"> Planned Readmissions Admission for cancer or chemotherapy treatment as the principal condition Transfusions for chronic anemia Dialysis or similar repetitive treatments Policy does not apply to Critical Access Hospitals (CAH) or Per Diem Hospitals 	January 1, 2022

Published reimbursement policies are intended to ensure reimbursement based on the code or codes that correctly describe the health care services provided. UnitedHealthcare reimbursement policies may use Current Procedural Terminology (CPT^{®*}), Centers for Medicare and Medicaid Services (CMS) or other coding guidelines. References to CPT or other sources are for definitional purposes only and do not imply any right to reimbursement.

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 Community Plan Reimbursement Policies is available at UHCprovider.com > Policies and Protocols > Community Plan Policies > [Reimbursement Policies for Community Plan](#).