



Empire Plan Administrative Guide & Provider Manual Available Online at UHCprovider.com

Empire Plan Network physicians, providers, and facilities play a key role as we pursue our commitment to improve the health and well-being of the individuals we serve. The Empire Plan Network Administrative Guide and The Empire Plan Physician & Provider Manual are designed to provide information needed when treating an Empire Plan enrollee as well as facilitate your contractual relationship with UnitedHealthcare. We encourage you to share this information with others in your office or organization.

The Empire Plan Network Administrative Guide applies to all network participation agreements which reference a "Network Administrative Guide" applicable to The Empire Plan. For Empire Plan network participation agreements that reference a "Manual," please see the Empire Plan Physician & Provider Manual.

The most up to date versions of the Manual and Guide are available at: UHCprovider.com → MENU → Administrative Guides and Manuals.

Reminders Regarding Referral Procedures

While The Empire Plan does not require formal referrals, Empire Plan Network physicians and providers have contractual requirements regarding certain services rendered or procured at their own practice location.

As noted in the Empire Plan Network Administrative Guide and in the Empire Plan Physician & Provider Manual:

Anesthesia Services

Provider will ensure that all anesthesia services rendered at Provider's practice location with regard to Covered Persons are rendered by participating providers for as long as the Agreement is in effect.

Laboratory Services

Provider will conduct any office laboratory services in a Clinical Laboratory Information Act (CLIA) certified office laboratory and will be reimbursed for only those services that provider is certified through CLIA to perform. Provider cannot bill plan participants for any laboratory services for which provider lacks the applicable CLIA

certification. In those instances where Provider collects the specimen in the office but does not perform the laboratory services, all such laboratory work must be directed to a network commercial laboratory.

Other Services

When a UnitedHealthcare Empire Plan network physician or provider determines that an Empire Plan participant requires treatment or care/services from another practitioner, the physician or provider will use reasonable efforts to refer the participant to another network provider or to a provider participating in the programs referenced below, whenever appropriate.

Participating provider directory information can be viewed online at EmpirePlanProviders.com or you can speak with a representative toll-free Monday through Friday 8am to 4:30pm at 1-877-7-NYSHIP (1-877-769-7447). In addition to our vast network of physicians and other healthcare professionals, the Empire Plan Network has contractual relationships with numerous laboratories, including a large regional laboratory (Centrex Clinical Laboratories, Inc.) and a national laboratory (Laboratory Corporation of America). We also have relationships with a number of home care providers and medical equipment vendors as well as with Prosthetic and Orthotic Management Associates Corporation (POMAC) to make available a network of participating prosthetic and orthotic suppliers.

The Empire Plan Network Administrative Guide and Empire Plan Physician & Provider Manual can be viewed online at UHCprovider.com.

UnitedHealthcare Network Bulletin Articles & The Empire Plan

The following articles are included in the August and September 2018 issues of UnitedHealthcare's *Network Bulletin*. The table below denotes which articles apply to The Empire Plan and/or our Empire Plan Network providers. To access *Network Bulletin*, sign on to UHCprovider.com and select "News and Network Bulletin" in the "Resource Library" section (or select News and Network Bulletin in Quick Links at the bottom of the home page). Be sure to read the applicable articles and direct any questions you may have regarding Empire Plan impact to your Empire Plan network representative.

UHCprovider.com → Resource Library → News and Network Bulletin

Network Bulletin: Article Topic	Applies to The Empire Plan?
AUGUST 2018	
Front & Center	
New Smart Edits Deploying August 16 and September 10	Yes
Free CEU/CME Educational Credits Now Available on UHC On Air	Informational
Tell Us What You Think of Our Communications	Informational
UnitedHealthcare Medicare Advantage Prior Authorization Reduction Pilot Concludes	No
Reminder: Successfully Submitting a Prescription to BriovaRx	No
UnitedHealthcare West Plan Schedule and Code Reports Available Online	No
Pharmacy Update: Notice of Changes to Prior Authorization Requirements and Coverage Criteria for UnitedHealthcare Commercial and Oxford	No
Reminder on Special Needs Plan Model of Care Training	No
Webinar Series on Autism Spectrum Disorder	Informational
Revision to Durable Medical Equipment, Orthotics and Prosthetics Multiple Frequency Policy	No
Discontinuation of Reimbursement for Codes S9083 and S9088	No
EDI Optimization Campaign Launched to Help Care Providers Increase Productivity	Informational
Dental Clinical Policy & Coverage Guidelines Updates	No
UnitedHealthcare Commercial	
Radiology and Cardiology Notification/Prior Authorization Protocols for Care Providers in Minnesota, North Dakota, South Dakota, and Western Wisconsin	No
UnitedHealthcare Medical Policy, Medical Benefit Drug Policy and Coverage Determination Guideline Updates	See Specific Policy
NEW: Ilumya™ (Tildrakizumab-Asmn)	Yes
NEW: Parsabiv™ (Etelcalcetide)	Yes
NEW: Self-Administered Medications	Yes
UPDATED: Apeherisis	Yes
UPDATED: Breast Repair/Reconstruction Not Following Mastectomy	Yes
UPDATED: Brineura™ (Cerliponase Alfa)	Yes
UPDATED: Bronchial Thermoplasty	Yes
UPDATED: Buprenorphine (Probuphine® & Sublocade™)	Yes
UPDATED: Cardiovascular Disease Risk Tests	Yes
UPDATED: Clotting Factors and Coagulant Blood Products	Yes

UPDATED: Cochlear Implants	Yes
UPDATED: Continuous Glucose Monitoring and Insulin Delivery for Managing Diabetes	Yes
UPDATED: Cytological Examination of Breast Fluids for Cancer Screening	Yes
UPDATED: Home Traction Therapy	Yes
UPDATED: Laser Interstitial Thermal Therapy	Yes
UPDATED: Light and Laser Therapy for Cutaneous Lesions and Pilonidal Disease	Yes
UPDATED: Luxturna™ (Voretigene Neparvovec-Rzvl)	Yes
UPDATED: Magnetic Resonance Spectroscopy (MRS)	Yes
UPDATED: Meniscus Implant and Allograft	Yes
UPDATED: Obstructive Sleep Apnea Treatment	Yes
UPDATED: Office Based Program	Yes
UPDATED: Off-Label/Unproven Specialty Drug Treatment	Yes
UPDATED: Oncology Medication Clinical Coverage	Yes
UPDATED: Pectus Deformity Repair	Yes
UPDATED: Private Duty Nursing Services (PDN)	Yes
UPDATED: Rhinoplasty and Other Nasal Surgeries	Yes
UPDATED: Synagis® (Palivizumab)	Yes
UPDATED: Total Artificial Disc Replacement for the Spine	Yes
UPDATED: Total Artificial Heart	Yes
UPDATED: Umbilical Cord Blood Harvesting and Storage for Future Use	Yes
UnitedHealthcare Reimbursement Policy	
Coordinated Reimbursement Policy Announcement	See Specific Policy
National Drug Code (NDC) Requirement Policy	Yes
Professional and Technical Component (Effective 9/1/2018)	Yes
Procedure to Modifier	Yes
Professional and Technical Component (Effective 11/18/2018)	Yes
UnitedHealthcare Community Plan ~This section does not apply to The Empire Plan~	
UnitedHealthcare Medicare Advantage ~This section does not apply to The Empire Plan~	
Doing Business Better	
Enhanced Prescription Functionality Now Available in NewCrop	No
Patient Advisor Webinars Offered by DrFirst for Prescribers	Informational
UnitedHealthcare Affiliates ~This section does not apply to The Empire Plan~	
State News	
Radiology and Cardiology Notification/Prior Authorization Protocols for Care Providers in Minnesota, North Dakota, South Dakota, and Western Wisconsin	No
Chemotherapy, Colony-Stimulating Factors and Denosumab Prior Authorization Required for UnitedHealthcare Community Plan in Iowa, Nebraska, New Mexico and Rhode Island – Starting Nov 1, 2018	No
“Leased Network” Supplement for 2018 UnitedHealthcare Administrative Guide	No

SEPTEMBER 2018

Front & Center	
Link Self-Service Updates and Enhancements	Informational
Tell Us What You Think of Our Communications	Informational
Updates for Specialty Medications for UnitedHealthcare Commercial, Community Plan and Medicare Advantage Members	No
We're Retiring Fax Numbers Used for Medical Prior Authorization Requests	No
We Value Your Feedback	Informational
Reminder on Special Needs Plan Model of Care Training	No
Drug Changes for Injectable Chemotherapy and Colony Stimulating Growth Factors Require New Authorization	No
New to Therapy Short Acting Opioid Supply and Daily Dose Limits for UnitedHealthcare Community Plan and UnitedHealthcare Commercial Plans – Effective Oct 1, 2018	No
Pharmacy Update: Notice of Changes to Prior Authorization Requirements and Coverage Criteria for UnitedHealthcare Commercial and Oxford	No
UnitedHealthcare Medicare Advantage Prior Authorization Reduction Pilot Concludes	No
UnitedHealthcare Commercial	
Spotlight on Commercial Quality – Partnering for Improved Quality Outcomes	Informational
Updates to Coverage Review Process for Injectable Infertility Medications	No
Updated UnitedHealth Premium Program Physician Designations Will Be Displayed Sept 26, 2018	No
UnitedHealthcare Genetic and Molecular Testing Prior Authorization/Notification Updates	No
UnitedHealthcare Medical Policy, Medical Benefit Drug Policy and Coverage Determination Guideline Updates	See Specific Policy
UPDATED: Abnormal Uterine Bleeding and Uterine Fibroids	Yes
UPDATED: Carrier Testing for Genetic Diseases	Yes
UPDATED: Chemosensitivity and Chemoresistance Assays in Cancer	Yes
UPDATED: Discogenic Pain Treatment	Yes
UPDATED: Electrical and Ultrasound Bone Growth Stimulators	Yes
UPDATED: Electrical Bioimpedance for Cardiac Output Measurement	Yes
UPDATED: Entyvio® (Vedolizumab)	Yes
UPDATED: Enzyme Replacement Therapy	Yes
UPDATED: Erythropoiesis-Stimulating Agents	Yes
UPDATED: Gender Dysphoria Treatment	Yes
UPDATED: Genetic Testing for Hereditary Cancer	Yes
UPDATED: Home Health Care	Yes
UPDATED: Hysterectomy for Benign Conditions	Yes
UPDATED: Manipulative Therapy	Yes

UPDATED: Molecular Oncology Testing for Cancer Diagnosis, Prognosis, and Treatment Decisions	Yes
UPDATED: Occipital Neuralgia and Headache Treatment	Yes
UPDATED: Omnibus Codes	Yes
UPDATED: Pharmacogenetic Testing	Yes
UPDATED: Skilled Care and Custodial Care Services	Yes
UPDATED: Skin and Soft Tissue Substitutes	Yes
UPDATED: Soliris® (Eculizumab)	Yes
UPDATED: Spinal Ultrasonography	Yes
UPDATED: Whole Exome and Whole Genome Sequencing	Yes
Radiology and Cardiology Notification/Prior Authorization Protocols for Providers in Minnesota, North Dakota, South Dakota and Western Wisconsin – Requirement Delayed to 2019	No
UnitedHealthcare Commercial Reimbursement Policies	
Coordinated Commercial Reimbursement Policy Announcement	See Specific Policy
Injection and Infusion Services	Yes
Laboratory Services (CPT 82947, 82948)	Yes
Laboratory Services (Molecular Diagnostic Laboratory, Proprietary Laboratory Analyses)	Yes
Intraoperative Neuro-monitoring (IONM)	Yes
Supply	Yes
Reimbursement Policy Name Change	Yes
UnitedHealthcare Community Plan Reimbursement Policy	No
UnitedHealthcare Community Plan ~This section does not apply to The Empire Plan~	
UnitedHealthcare Medicare Advantage ~This section does not apply to The Empire Plan~	
Doing Business Better	
Enhanced Prescription Functionality Now Available in Allscripts	No
UnitedHealthcare Health Management Programs	No. The Empire Plan has its own programs.
Online Prevention Program Available for Information on Depression, Substance-Use Disorders and ADHD	No
Evidence-Based Clinical Practice Guidelines	Yes
UnitedHealthcare Affiliates ~This section does not apply to The Empire Plan~	
State News	
California Timely Access To Non-Emergency Health Care Services Reminder for UnitedHealthcare's California Commercial Provider Network	No

Empire Plan Claim Submission Deadline for 2018 Services – April 30, 2019

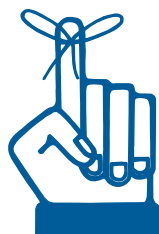
Empire Plan claims must be submitted to UnitedHealthcare no later than 120 days from the end of the calendar year in which covered services are rendered or within 120 days after Medicare or another insurance plan processes your claim, whichever is later. This means that Empire Plan claims for 2018 services must be submitted to the Kingston Service Center by April 30, 2019.

Electronic claim submission using payer ID 87726 is encouraged; for those unable to submit electronically, paper claims may be submitted to: The Empire Plan, PO Box 1600, Kingston, NY 12402-1600.

When benefits are denied because the claim is submitted late, the participating physician or health care professional may not bill the patient for the charges on that claim.

Also keep in mind that most claims are handled within ten (10) days, and we comply with New York State Insurance Law by processing electronic claims within thirty (30) days and paper/faxed claims within forty-five (45) days following our receipt of a clean claim.

Therefore, if you have not received a response within sixty (60) days following your submission of a claim, promptly contact us to question the status. You may send your inquiry via *UHCprovider.com*, a Request for Reconsideration Form, or by calling our customer care professionals at 1-877-7-NYSHIP (1-877-769-7447). Contacting us within this timeframe helps to prevent denial of the claim due to late filing if the original was never received.



Don't Forget ...

UnitedHealthcare has consolidated its online presence for care providers at *UHCprovider.com*.
UnitedHealthcareOnline.com currently redirects you to *UHCprovider.com*. Be sure to update your online favorites and bookmarks.

We're Retiring Fax Numbers Used for Empire Plan Home Care Advocacy Program (HCAP) Authorization Requests

Use Our Online Tools Instead

We're continuously looking for ways to provide greater administrative simplicity for care providers and reduce the costs of doing business with us.

As part of this effort, we're retiring fax numbers for Empire Plan Home Care Advocacy Program (HCAP) prior authorization requests and asking you to use the Prior Authorization and Notification tool on Link – the same website you already use to check eligibility and benefits, manage claims, and update your demographic information.

This move to eliminate faxing supports the challenge issued by Seema Verma, the Centers for Medicare & Medicaid Services (CMS) Administrator, at the 2018 Office of the National Coordinator for Health IT Interoperability Forum. In her keynote address, Ms. Verma said, "If I could challenge the developers in this room here today to achieve one mission, it would be this: help us make every doctor's office in America a fax free zone by 2020!"

Retiring Fax Numbers

The fax numbers we're retiring on Jan. 1, 2019 include:

- 888-536-5220
- 866-943-9802
- 888-869-5155

Prior Authorization and Notification Tool on Link

You can access the tool by clicking on the Link button in the top right corner of any *UHCprovider.com* screen and signing in.

Are you new to Link? Click on the New User icon.

Benefits and Features of Online Prior Authorization

With the Prior Authorization and Notification tool on Link, you can check if prior authorization or notification is required, submit your request and check status – all in one place. Use it to:

- Submit a new prior authorization request or inpatient admission notification.
- Get a reference number for each submission, even when prior authorization or notification isn't required.
- Add frequently selected care providers and procedures to your favorites list for quick submissions.
- View medical records requirements for common services, and add an attachment to a new or existing submission.
- Update an existing request with attachments, add clinical notes or make changes to case information.

You'll be redirected to a different site for radiology, cardiology and oncology services.

Requests for Additional Information

If we ask you for more information about a prior authorization request, you can attach it directly to the case using the Prior Authorization and Notification tool on Link. If you can't access Link, you can use the fax number included on the request for more information.

Prior Authorization and Notification Tool Training

To learn about using the Prior Authorization and Notification tool, register for online training at:

UHCprovider.com → MENU → Resource Library → Training → Prior Authorization and Notification Tool Training

No time for a webinar? You can find an overview of the tool, quick references, and video tutorials at:

UHCprovider.com → MENU → Prior Authorization and Notification → Prior Authorization and Notification Tool

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Send your Empire Plan claims and written inquiries regarding claims issues to:

Empire Plan Claims
PO Box 1600
Kingston, NY 12402-1600

Send written inquiries regarding Empire Plan Network participation issues and changes to your contractual identifiers, such as tax identification number(s) or practitioners joining/leaving your practice, to:

Empire Plan Network Management
505 Boices Ln
Kingston, NY 12401

Send changes to your practice demographic information, such as address(es), telephone number(s), etc., to:

- **UHCprovider.com;**
- **Fax# (855) 773-3156; or**
- **The Empire Plan Network Management address above** (only if you do not have internet or fax access).

If you are unsure regarding any aspect of The Empire Plan, please call **1-877-7NYSHIP (1-877-769-7447)**.