Point of Care Assist

Frequently asked questions

Overview

Historically, member benefit information hasn't been readily available at the point of care. That's why UnitedHealthcare developed Point of Care Assist® to add real-time patient information — including prior authorization, clinical, pharmacy, lab and cost data — to existing electronic medical records (EMRs), making it easier for you to address patient needs.

General questions

What type of information is available in Point of Care Assist?

Point of Care Assist integrates patients' UnitedHealthcare health and benefit data within the EMRs to provide near real-time insights on care needs, which are aligned to a patient's specific member benefits and costs. The information is made available as part of the provider workflow. It is designed to allow you to quickly and easily check prior authorization requirements, access quality rating and cost estimates — and information for referrals and lab selection — and identify potential gaps in care to better serve your patients.

How can Point of Care Assist help care providers?

Point of Care Assist can help improve workflow processes and help reduce the administrative burden to make it easier to check prior authorization, referral requirements and associated costs at the point of care. It may help improve quality and outcomes, which could lead to higher Consumer Assessment of Healthcare Providers and Systems (CAHPS®) scores and Medicare and Medicaid Star Ratings. This may also improve the ability to earn incentives through value-based incentives.

How can Point of Care Assist improve the health care experience for patients?

Point of Care Assist strives to give you the information needed to help your patients find lower-cost care options, promote cost transparency and, ultimately, increase patient satisfaction. You'll also be able to help patients find physicians and specialists who have been designated as Premium Care Physicians by the UnitedHealth Premium® program. This means they've met benchmarks for quality and cost-efficient care, which may support better health outcomes.

Does Point of Care Assist need PHI information from the EMR?

Point of Care Assist uses only minimal required information to determine if the patient is an eligible member.

How reliable is the information provided by Point of Care Assist?

All UnitedHealthcare member information reflects notes input by physicians and processed prescription claims. It is updated in near real time — 24 hours a day, 7 days a week — to help ensure you get the additional insights you need to deliver the best possible care to your patients.

Integrating with EMRs

How is Point of Care Assist integrated with EMRs?
UnitedHealthcare has a list of trusted affiliates that will provide the technical labor to install and integrate Point of Care Assist into your EMRs.

How can Point of Care Assist add value to EMRs?
A recent study from Stanford Medicine showed that 67% of primary care providers would like to see more system-wide information sharing. In addition, 32% agreed they want more access to financial information to help patients understand the cost of care.[1]

How can I assess this information?
Patient data is automatically added to existing EMRs as part of your current workflow processes. There are no additional steps on your part, and information is updated in near real time for patients enrolled in a UnitedHealthcare medical plan.

What is the implementation timeline?
Point of Care Assist can be integrated with a care provider's EMR. Current EMRs include Athena, Allscripts, eClinicalWorks, Epic and NextGen. Please ask your network engagement manager for current activations and timelines by EMR versions.

Using Point of Care Assist

If I submit a prior authorization in a Point of Care Assist record, will I be able to access it in the Prior Authorization and Notification (PAAN) tool?
Point of Care Assist and prior authorization/advance notification use the same source of truth. Therefore, you can see the same prior authorizations in both systems.

When referrals are required, can I submit the referral in Point of Care Assist?

The Point of Care Assist Referral Service will help you find high-quality, lower-cost providers to refer your patients to. Currently, the referral service doesn't support referral submissions to UnitedHealthcare for patients on gated health plans or other referral-required plans.

In the meantime, Point of Care Assist provides information from the UnitedHealthcare payer source of truth databases that you can use in discussions with your patients to help identify the best care options.

For which services can I submit a prior authorization request in Point of Care Assist?
You can use Point of Care Assist to submit prior authorization requests for many services that require prior authorization. Some services such as cardiology, genetic testing, oncology, specialty guidance program and radiology will require the request be submitted via additional avenues. Visit below links for more information.
Cardiology: **Cardiology | UHCprovider.com**
Genetic Testing: **Genetic and molecular testing prior authorization/advance notification | UHCprovider.com**
Oncology: **Oncology | UHCprovider.com**
Radiology: **Radiology | UHCprovider.com**
Specialty Guidance Program (specialty injectables): Specialty Pharmacy – **Medical Benefit Management (Provider Administered Drugs)| UHCprovider.com**
Specialty Guidance Program FAQ: **Specialty Guidance Program (SGP) User Guide | UHCprovider.com**

Is UMR membership/benefit information available in Point of Care Assist?

UMR Choice Plus (Payer ID 39026) gated eligibility and Quality Care Opportunities are available in Point of Care Assist.

Getting started

How much does Point of Care Assist cost?
At this time, UnitedHealthcare is absorbing the cost of integrating Point of Care Assist into your EMRs.

How much time do you need to do an on-premises integration for Epic?
The time it takes for on-premises integration/activation with your EMR depends on which EMR version you have. For more information regarding on-premises integration/activation, we encourage your EMR IT/IS team to have a more detailed discussion with one of our integrators at UnitedHealthcare.

Where can I go to get more information about Point of Care Assist?
For more information, contact your UnitedHealthcare network engagement manager or account manager, or visit **UHCprovider.com/poca**.