



UnitedHealthcare Community & State

Hoosier Care Connect Health Plan Update

Presented by Chris Kern, Director of Provider Services

United
Healthcare®

Agenda

1. Introduction to United Healthcare
2. How to Participate with United Healthcare
3. Provider Tools and Resources
4. Questions and Answers





New Managed Care Entity effective 4/1/21



Our vision is to deliver the most affordable coverage; simplest experience; and highest quality, supported care



Members and Providers are at the Center of Everything We Do

- Implement Provider Friendly Processes
-



Broad Quality Provider Network

- Member Choice
- Member Access



How to Contract with UHC

- UHC continues to contract providers in all specialties for its Hoosier Care Connect provider network
- <https://www.uhcprovider.com/en/resource-library/Join-Our-Network.html>

United Healthcare
Resources for physicians, administrators and healthcare professionals

What can we help you find?

MEMBERS FIND DR. NEW USER & USER ACCESS SIGN IN

Resource Library | Join Our Network

Join Our Network

Become part of a network of physicians, health care professionals and facilities who share our commitment to helping people live healthier lives and making the health care system better for everyone.

There are four steps to joining our network:

- Step 1: Get Started** > Submit your request for participation.
- Step 2: Get Credentialed** > Verify your experience and expertise.
- Step 3: Get Contracted** > Review and sign your participation agreement.
- Step 4: Get Connected** > Set up your online tools, paperless options and complete your training.

Want to know more about UnitedHealthcare?
Learn: The Plans We Offer



How to Credential and Enroll with UHC

- <https://www.uhcprovider.com/en/resource-library/Join-Our-Network/Credentialing-for-Care-Providers.html>
- New providers can get enrolled and credentialed fast
- Existing providers currently credentialed will not have to recredential until the next recredentialing cycle

The screenshot shows the UnitedHealthcare website interface for credentialing. At the top, there is a search bar and navigation links for 'MEMBERS', 'FIND DR.', 'NEW USER & USER ACCESS', and 'SIGN IN'. Below the search bar, the page is titled 'Get Credentialed' and includes a sub-header 'Resources for physicians, administrators and healthcare professionals'. A left-hand navigation menu is visible, with 'Join Our Network' selected. The main content area contains the following sections:

- Get Credentialed**: A brief description of the process: "During the credentialing process, we'll work with you to verify your qualifications, practice history, certifications and registration to practice in a health care field."
- Helpful Resources**: A list of links including:
 - Credentialing Frequently Asked Questions (FAQs) [↗](#)
 - Credentialing Plan State and Federal Regulatory Addendum: Additional State and Federal Credentialing Requirements [↗](#)
 - UnitedHealthcare Credentialing Plan 2021– 2023 [↗](#)
- Step One: Know What's Needed for Credentialing** [+](#)
- Step Two: Complete a Credentialing Application** [+](#)
- Step Three: Get Your Credentialing Approved** [+](#)
- Check Your Status** [+](#)

At the bottom, a note states: "The Credentialing Program has been developed in accordance with state and federal requirements and accreditation guidelines. In accordance with those standards, UnitedHealthcare members will not be referred and/or assigned to you until the credentialing process and contracting process have been completed."



Member Engagement



- Help new members navigate the healthcare system
- Member Welcome Packets
 - Free interpretive services
 - Member Handbook/Member website
 - Grievance and appeal information
 - New member ID card
- Enhanced member benefits
- Examples: Member Services Advocate, Community Health Workers and Low-Cost Internet



Member Engagement



- Identify Wards and Foster Children
 - Identify and develop relationships with community partners and providers that serve this membership
 - Smooth transition to a PMP (whether existing or new)
 - Track placement changes



Care Management Provider Resources

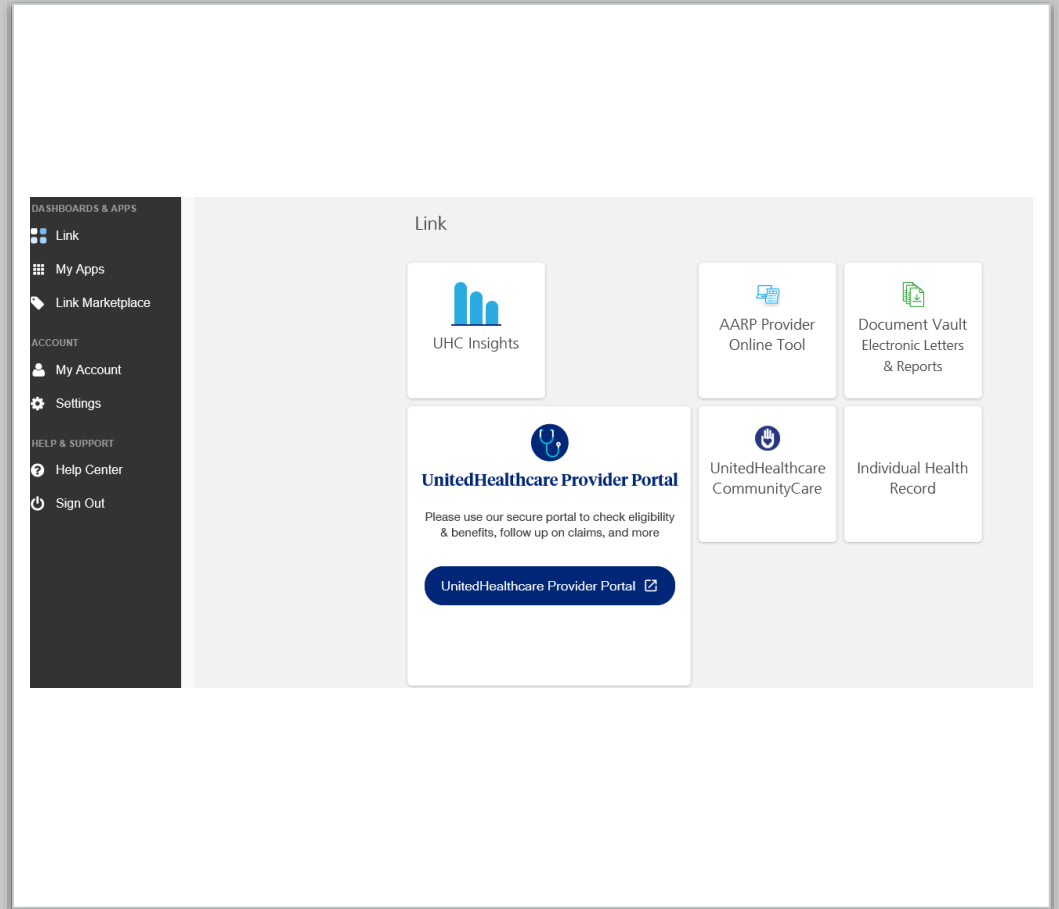


- Integrated model: Care Management and Disease Management
 - Physical and behavioral health
- Care conferences with primary medical providers (PMP)
 - Multi-disciplinary meetings with UHC Care Managers
 - Evaluate and remove barriers to care
 - Assess care plan, avoid duplication of services and develop care goals
 - Reimbursement available
- Care coordination that achieves “the right care, right time and in the right setting to improve quality outcomes and consistently across care delivery systems”
 - Avoidable ER visits
 - Promote use of primary medical provider



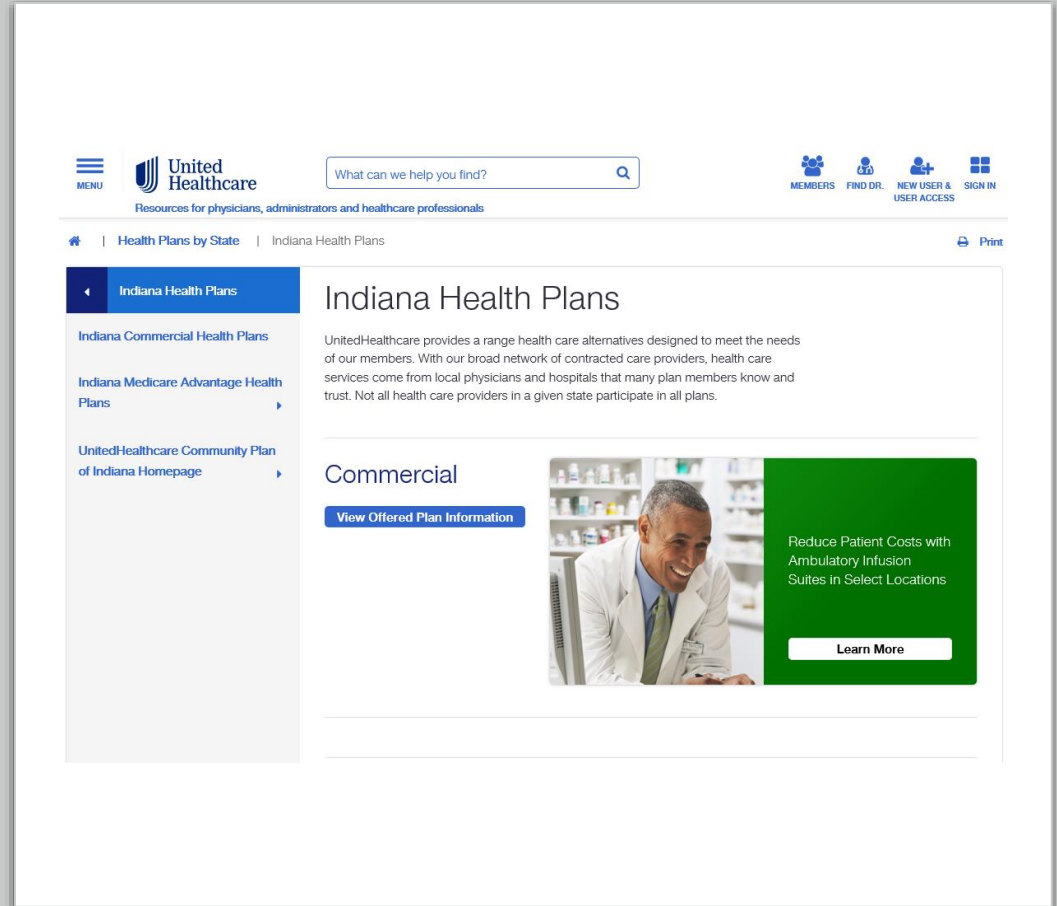
Assessments

- Comprehensive assessments
- Identify specific members needs
- Determine best level of care coordination



Care Plans

- Developed by UHC
- Care Plans with specific and measurable goals
- Online tools formerly Link now known as United Healthcare Community Care (Secure Portal)
- If already a registered, login to view Care Plan
- If not a registered user, Create a login and password for Community Care



Telehealth

- Promote integrated care models
- Physical health, behavioral health, social determinants of health and chronic disease
- Care Manager engagement

The screenshot displays the UnitedHealthcare website's COVID-19 Telehealth Services page. At the top, there is a navigation bar with a menu icon, the UnitedHealthcare logo, a search bar containing the text "What can we help you find?", and user options for MEMBERS, FIND DR., NEW USER & USER ACCESS, and SIGN IN. Below the navigation bar, a banner message states: "Resources for physicians, administrators and healthcare professionals: The COVID-19 Billing Guide and Self-Paced Online Course have been updated with billing information for administration of the Johnson & Johnson vaccine. We also encourage health care professionals to review our expanded COVID-19 vaccine guidance and pharmacy information." The main content area features a left-hand navigation menu with "Telehealth Services" selected. The main heading is "COVID-19 Telehealth Services", with a sub-heading "Date Expansion and Cost Share Updates for Telehealth Services". The text below explains that UnitedHealthcare is temporarily expanding dates for waiving CMS originating site requirements for Medicare Advantage, Medicaid, and fully insured Group Market health plan members, and is also updating cost share waiver periods for in-network telehealth services. Three purple boxes provide details for "Telehealth", "Virtual Check-Ins", and "Electronic Visits", each with a "Learn More" button.

UnitedHealthcare

What can we help you find?

MEMBERS FIND DR. NEW USER & USER ACCESS SIGN IN

Resources for physicians, administrators and healthcare professionals: The COVID-19 Billing Guide and Self-Paced Online Course have been updated with billing information for administration of the Johnson & Johnson vaccine. We also encourage health care professionals to review our expanded COVID-19 vaccine guidance and pharmacy information.

Telehealth Services

COVID-19 Telehealth Services

Last update: January 11, 2021, 9:30 a.m. CT

Date Expansion and Cost Share Updates for Telehealth Services

UnitedHealthcare is temporarily expanding the dates through which we are waiving the Centers for Medicare & Medicaid Services (CMS) originating site requirements for Medicare Advantage, Medicaid and Individual and fully insured Group Market health plan members. We are also updating the cost share waiver period for in-network telehealth services. The date changes vary by health plan, so please review each section for details.

Telehealth	Virtual Check-Ins	Electronic Visits
A visit with the provider who uses an audio-video or audio-only telecommunications system.	A brief check-in with the provider using a recorded video and/or images submitted by the patient.	Communication between a patient and his/her provider through an online patient portal.
Learn More	Learn More	Learn More



Care Management Provider Resources - Behavioral Health



- Provider virtual orientations for Applied Behavioral Analysis (ABA) and behavioral health providers
- Partnered with key stakeholders in Indiana (Screen Brief Intervention, Referral and Treatment (SBIRT) team to provide training at www.UHCprovider.com
 - Support expanded use of SBIRT for early detection of substance abuse
 - Promote SBIRT resources in our primary medical provider network
 - Focused on prevention strategy for 100% of the population
- Robust Medication Assisted Treatment provider network that is statewide



Medical Provider Resources: UHC Community Plan of Indiana



The screenshot shows the homepage for the UnitedHealthcare Community Plan of Indiana. At the top, there is a navigation bar with the UnitedHealthcare logo, a search bar with the text "What can we help you find?", and links for "MEMBERS", "FIND DR.", "NEW USER & USER ACCESS", and "SIGN IN". Below the navigation bar is a banner image of four healthcare professionals in white coats. The main heading reads "Welcome to the Home for Care Provider Resources" and "For UnitedHealthcare Community Plan of Indiana". A left-hand navigation menu lists various resources: "UnitedHealthcare Community Plan of Indiana Homepage", "Bulletins and Newsletters", "Care Provider Manuals", "Claims and Payments | UnitedHealthcare Community Plan of Indiana", "Eligibility and Benefits", "Pharmacy Resources and Physician Administered Drugs", "Policies and Clinical Guidelines", and "Prior Authorization and Notification". The main content area features three large colored buttons: "Prior Authorization and Notification Resources" (purple), "Current Policies and Clinical Guidelines" (green), and "Provider Administrative Manual and Guides" (blue), each with a "Learn More" button. Below these are three expandable sections: "Contact Us", "Credentialing and Attestation", and "Join Our Network", each with a plus sign icon.



Dental Provider Resources: UHC Dental Benefit Provider



The Provider Web Portal is a real-time, secure, online tool offering features designed to reduce costs, increase productivity, and decrease the turn-around time of authorizations and claims. This portal is associated with UnitedHealthcare Dental and is free for contracted health care providers servicing members of our government-sponsored programs members.

RETURNING USERS

Username *

Password *

Important Update on COVID-19

UnitedHealthcare's top priorities are protecting the health of our members and the safety of those who deliver care. As this situation evolves, we are committed to adapting and supporting those we serve. Please know we are committed to business continuity and being there to assist you – our call center is staffed, all self-service capabilities are available, and claims are being processed so you have the support you need.

Providers can connect to the latest [Centers for Disease Control and Prevention \(CDC\)](#) guidance for health professionals, and to the [American Dental Association \(ADA\)](#) for guidance specific to the Dental healthcare setting.

Recredentialing Extension

UnitedHealthcare is following National Committee for Quality Assurance (NCQA) guidelines and is extending the care provider recredentialing cycle by two months, to 38 months. This will allow care provider offices additional time to respond to recredentialing requests. UnitedHealthcare will continue to initiate the recredentialing requests for information based on standard timeframes and will complete all that was received prior to the 38 months.

PROVIDER ALERTS

- Attention All Providers - Q1 2021 UHC Provider Newsletter Now Available. [Log in to view](#)
- Attention TX Providers - Caries Risk Assessment Notification
- Attention Providers - Important EFT Update
- Attention NY Providers - Important PPE Announcement

Vision Provider Resources: March Vision Care



MARCH
Vision Care

eyeSynergy® : LOCATE A PROVIDER / BUSQUE UN PROVEEDOR : CAREERS : CONTACT US : ABOUT US

IMPORTANT UPDATE ON COVID-19

Your health is our top priority. We're taking action to support our members during this unprecedented time. MARCH Vision Care will work with and follow all COVID-19 guidance and protocols provided by the [Centers for Disease Control and Prevention \(CDC\)](#), and state and local public health departments.

We recommend you follow CDC guidance about visits to doctors. Be sure to contact your doctor's office directly to confirm office hours and appointments before seeking care.

To learn more about COVID-19, go to [CDC.gov](#).



MARCHVIP™
Vision Integration Program
POWERED BY
eyeSynergy®

DOCTORS & OFFICE STAFF

- ◆ [Join Our Network](#)
- ◆ [ICD-10 Information](#)
- ◆ [Compliance Information](#)
- ◆ [Provider Resources](#)
- ◆ [Training & Education](#)
- ◆ [Update Your Email](#)

[CLICK HERE](#) ▶

HEALTH PLANS

- ◆ [Check Eligibility](#)
- ◆ [View Benefits](#)
- ◆ [Review Claims](#)
- ◆ [Access Reports](#)

[CLICK HERE](#) ▶

NEWS BRIEF

EDUCATION



Behavioral Health Provider Resources: Optum Provider Express



[Log In](#) | [First-time User](#) | [Global](#) | [Site Map](#)

Search:

OPTUM® Provider Express

Home Our Network Clinical Resources Admin Resources Video Channel Training About Us Contact Us

Optum - Provider Express Home

Transactions

- [Eligibility & Benefits](#)
- [Claims](#)
- [Authorization Inquiry](#)
- [Appeals](#)
- [My Practice Info](#)
- [and More...](#)

Admin News

- [CPT Code Changes 2020](#) 🔗
- [Latest National Network Manual updates](#) NEW
- [Mandatory online UM for certain exchange members](#) 🔗
- [Prior Auth needed for OTP Medicare Members effective 2/1/2021](#) 🔗
- [OTP Prior Auth Claim Denial Alert](#) NEW
- [Provider Precertification Process Change](#) NEW
- [Provider Remittance Advice statements now](#)

Join Our Network

- [Autism/ABA/BCBA Providers](#)
- [Individually Contracted Clinicians](#)
- [Facility or Hospital Based Providers](#)
- [Group with Individually Credentialed Providers](#)
- [Group with Agency Credentialed Providers](#)
- [Express Access Network](#)
- [virtual visits](#)

Product Specific News

- [Expanded services for Oscar Health Plan](#) 🔗
- [Veterans Affairs Community Care Network \(VA CCN\) Resources](#) 🔗

Working Together

- [ASAM Clinical Criteria Information](#) 🔗
- [National Network Notes newsletter – Spring 2021](#) 🔗
- [UnitedHealthcare Exchange Plans](#)
- [Cultural Competency resources including free CE e-learning programs](#) 🔗
- [Get referrals - Join our Express Access Network Today!](#) 🔗
- [1099 Forms Online](#) 🔗

Quick Links

- ▶ [COVID-19 Provider Updates](#)
- ▶ [Join Our Network](#)
- ▶ [Navigating Optum](#)
- ▶ [Optum Pay](#)
- ▶ [ACE Clinicians](#)

Administrative Provider Resources



- Dedicated Provider Advocates: Located under “Contact Us”

UnitedHealthcare Community Plan of Indiana Homepage

Bulletins and Newsletters

Care Provider Manuals

Claims and Payments | UnitedHealthcare Community Plan of Indiana

Eligibility and Benefits

Pharmacy Resources and Physician Administered Drugs

We know you don't have time to spare, so we put all the UnitedHealthcare Community Plan resources you need in one place. Use the navigation on the left to quickly find what you're looking for. Be sure to check back frequently for updates.

Prior Authorization and Notification Resources [Learn More](#)

Current Policies and Clinical Guidelines [Learn More](#)

Provider Administrative Manual and Guides [Learn More](#)

Contact Us [+](#)



Administrative Provider Resources: UHC Provider Manual

A screenshot of the UnitedHealthcare Community Plan of Indiana Provider Resources homepage. The page features a navigation menu on the left, a search bar at the top right, and a main content area with a header and a list of resources. A red arrow points to the 'Care Provider Manuals' link in the navigation menu.

UnitedHealthcare
MENU

What can we help you find?

MEMBERS FIND DR. NEW USER & SIGN IN USER ACCESS

Resources for physicians, administrators and healthcare professionals

Welcome to the Home for Care Provider Resources

For UnitedHealthcare Community Plan of Indiana

UnitedHealthcare Community Plan of Indiana Homepage

Bulletins and Newsletters

Care Provider Manuals

We know you don't have time to spare, so we put all the UnitedHealthcare Community Plan resources you need in one place. Use the navigation on the left to quickly find what you're looking for. Be sure to check back frequently for updates.



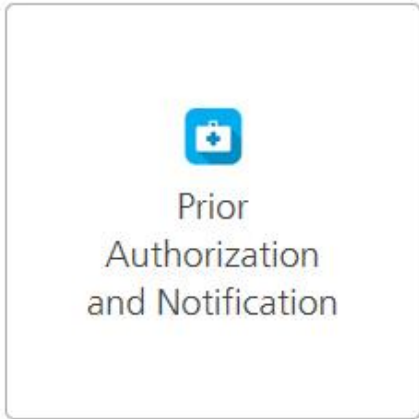
Administrative Provider Resources: PMP Rosters



- For PMPs, panel rosters can be retrieved at the secure Community Care Portal
 - Existing users can “sign in”
 - First time users must register under “new user & user access”
 - Panel rosters are updated can be retrieved monthly
 - Can be downloaded into an excel format



Medical Prior Authorization and Notification



Use this feature to:

- Determine requirements using the procedure code and plan type
- Submit or check the status of notification and prior authorization requests
- Get real-time authorization approvals for some requests
- Upload clinical notes, medical records or images to a request
- Access prior authorization letters in Document Vault



Medical Prior Authorization and Notification

SUBMITTING PROVIDER

The submitting provider selection from your previous session has been retained. If you need to change the submitting provider, please click on the 'SELECT A DIFFERENT PROVIDER' button.

NAME: Sally Physician TAX ID: 999999999 [SELECT A DIFFERENT PROVIDER](#)

[See the latest feature and find out what you are looking for using the menu of the self-paced guide.](#)

STANDARD PRIOR AUTHORIZATION/NOTIFICATION TRANSACTIONS

Check if prior authorization is required for medical service [+ CHECK BY CODE](#)

Check by Procedure Code(s), Product Type, State & Diagnosis

Check by Member, Procedure Code(s) & Case Details to generate a Reference # (Decision ID) [+ CHECK BY MEMBER](#)

View status of existing submissions, drafts and make updates [SEARCH EXISTING SUBMISSIONS & DRAFTS](#)

Create a new notification or prior authorization request [+ CREATE NEW SUBMISSIONS](#)

RADIOLOGY, RADIOLOGY & ONCOLOGY TRANSACTIONS

Create or view the status for a notification or prior authorization submission for Radiology, Cardiology & Oncology

* Excludes MDIPA and Optimum Choice [SUBMISSION & STATUS](#)

SPECIALTY PHARMACY TRANSACTIONS

Create or view the status for a notification or prior authorization submission for Specialty Pharmacy [SUBMISSION & STATUS](#)

PRIOR AUTHORIZATION & NOTIFICATION RESOURCES

[Prior Authorization Guidelines](#)

[Provider Administrative Guides](#)

[Site Help Documents](#)

[Radiology Notification & Authorization](#)

[Cardiology Notification & Authorization](#)

[Oncology Prior Authorization](#)

[Specialty Pharmacy Notification & Authorization](#)

* Please submit your request using the standard transaction links on the left for Radiology requests for MDIPA and Optimum Choice members, or Physical and Occupational Therapy requests for Medicaid and UnitedHealthcare Exchange members.



Administrative Provider Resources – Medical Claims



- Education resources for submitting claims is available on our provider website
- Claim system configuration follows Federal and Indiana Medicaid claims billing guidelines
- Accept paper or electronic claim submissions
 - Link to file professional claims with United Healthcare [UHCprovider.com/claims](https://www.uhcprovider.com/claims)
- Process and pay claims accurately and timely the first time



Medical Claims and Eligibility

- Check claim status
- Check member eligibility status
- Start a claim reconsideration or appeal once claim ID is pulled up
- Obtain electronic image of a member's Hoosier Care Connect Insurance Card

Hello, Taylor

Before you get started, make sure your [payer information](#) and [provider information](#) in the top right corner of the page are correct. Try out our shortcuts to eligibility and claims information below for quick links to common tasks.

Verify Eligibility & Benefits

[View Recent Search Results](#)

Select Your Eligibility Search Criteria* *Required Fields

Member ID & Date of Birth

Member ID* Date of Birth*

MM/DD/YYYY

[Search for Multiple Members](#)

Leaving the dates blank will default to using today's date and will return current, past and future policies. You may also enter a date range up to 6 years in the past and 12 months in the future.

First Service Date - Last Service Date

MM/DD/YYYY MM/DD/YYYY

[Verify Eligibility](#)

Look Up a Claim or Ticket

[View Flagged Claims in Trackit](#)

Select Your Claim or Ticket Search Criteria* *Required Fields

Member ID & Date of Birth

Search By: TIN **123456789** [Edit](#) Provider [Infusion Services](#) [Edit](#)

Member ID* Date of Birth*

MM/DD/YYYY

Select Range: Custom Date Predefined Date

You may search for claims up to 18 months in the past.

First Service Date* - Last Service Date*

MM/DD/YYYY MM/DD/YYYY

[Submit Search](#)

[Feedback](#)




Administrative Provider Resources – Where to go with a question?

- Provides support your familiar with for other UHC lines of business (i.e. Medicare and Commercial)
- Addresses service-oriented questions
- Provides training and education
- Fee schedules and contract questions must go to your contractor



What is a Provider Advocate?

UnitedHealthcare is committed to creating and maintaining trusting and sustainable relationships with our care providers. A dedicated Provider Advocate will serve on your behalf to help find solutions tailored to meet the needs of your specific practice or facility and help resolve any concerns or issues you may have with UnitedHealthcare.



**Your
Provider
Advocate
Team can
help.**

Your Provider Advocate Team offers the expertise and knowledge to support a long-term collaborative relationship and will help to make working with UnitedHealthcare as easy as possible. Whether you are looking for the latest resources available to simplify your claims submission process or need support resolving issues, your advocates can help.

What kind of support does my Provider Advocate Team offer?

✓ Education and Training

Guide you to self-service claims, processing tools and online education resources

Help with issues that have not been resolved through the standard service channels

Share best practices and training for administrative processes

Keep you informed about new UnitedHealthcare initiatives that may impact your practice or organization

Provide access to performance data related to your practice

Offer training and onboarding for new care providers and staff members

Indiana Physician Advocate Territory Map

Cindy Fabian
312-803-5623
cynthia_fabian@uhc.com

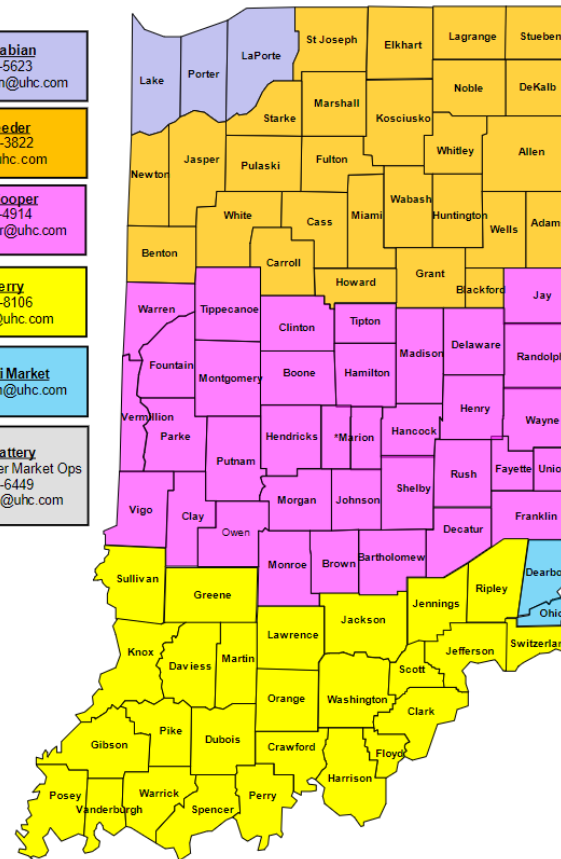
Lori Reeder
763-321-3822
lreeder@uhc.com

Zakiya Cooper
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zakiya_cooper@uhc.com

Kim Berry
612-395-8106
kim_berry@uhc.com

Cincinnati Market
Centralprteam@uhc.com

Jodie Hattery
Director, Provider Market Ops
952-406-6449
jodie_hattery@uhc.com



Provider Advocates— Nursing Facilities

- Provides support your familiar with for other UHC lines of business (i.e. Medicare and Commercial)
- Addresses service-oriented questions
- Provides training and education
- Fee schedules and contract questions must go to your contractor



- Tiffany G Cashion
tiffany.cashion@optum.com
(317) 352-6578
- Stephen A Price
stephen.a.price@optum.com
(612) 474-7315
- Lynette M Gatewood
lynette.gatewood@optum.com
(952) 246-4983



Provider Advocates – Behavioral Health

- Provides support your familiar with for other UHC lines of business (i.e. Medicare and Commercial)
- Addresses service-oriented questions
- Provides training and education
- Fee schedule and contract questions must go to your contractor



- David Lauter
david.lauter@optum.com
(314) 592-3740
- Misty Ray
misty_ray@optum.com
(612) 642-7990
- Belen Stewart
belen.stewart@optum.com
(612) 632-5962
- David Hoover
david_hoover@optum.com
(763) 330-7588



Provider Advocates – Dental

- Provides support your familiar with for other UHC lines of business (i.e. Medicare and Commercial)
- Addresses service-oriented questions
- Provides training and education
- Fee schedule and contract questions must go to your contractor



- Paul Curry
paul_curry@uhc.com
(952) 202-2072
- Catrice Campbell
catrice_campbell@uhc.com
(763) 283-4522



Provider Advocates – Vision

- Provides support your familiar with for other UHC lines of business (i.e. Medicare and Commercial)
- Addresses service-oriented questions
- Provides training and education
- Fee schedule and contract questions must go to your contractor



- Jennifer Brett
jbrett@uhc.com
(317) 405-3513
- Keisha Brown
Keisha_brown@uhc.com
(952) 202-8696
- Cassandra Pattison
Cassandra_pattison@uhc.com
(210) 474-5592



Hoosier Care Connect Webinar (Medical)

By attending our Webinar, you'll learn about:

- The new UnitedHealthcare Community Plan of Indiana Medicaid Program
- Online tools and resources to verify eligibility, submit claims and more
- Best practices for claims submission and timely filing
- Prior authorization requirements and process
- Resolving issues by reaching out to the right contacts
- Accessing quick reference guides for answers to common questions



Online Sessions will be held:

- Tuesday **4/27/21**, 2pm EST
- Thursday **4/29/21**, 11am EST
- Thursday **5/6/21**, 11am EST
- Tuesday **5/11/21**, 2pm EST
- Thursday **5/20/21**, 11am EST
- Tuesday **5/25/21**, 2pm EST



Hoosier Care Connect Webinar – Behavioral Health

By attending our Webinar, you'll learn about:

- The new UnitedHealthcare Community Plan of Indiana Medicaid Program
- Online tools and resources to verify eligibility, submit claims and more
- Best practices for claims submission and timely filing
- Prior authorization requirements and process
- Resolving issues by reaching out to the right contacts
- Accessing quick reference guides for answers to common questions



Online Sessions will be held:

- Friday, **4/30/21**
12:00 pm – 1:00 pm EST



Provider Services Areas of Focus



- Rollout PMP Provider Incentives for 2021
- Engaged with Provider Association Meetings
 - Understand key concerns and areas of improvement
 - Build future collaboration ideas
- Expand education for cultural, linguistic and disability competency in the provider network
- Continue to expand provider network





Questions and Answers

Chris Kern
Director of Provider Services
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317-352-6606

Provider Reference Appendix



Provider Service Line Website Links

- United Health Community Plan (Medical): www.uhcprovider.com/INcommunityplan
- UHC Dental: www.uhcdentalproviders.com
- MarchVision: www.marchvisioncare.com
- Optum Behavioral Health: www.providerexpress.com

