



# 2022 Care Provider Manual

Physician, Health Care Professional, Facility and Ancillary

Washington Apple Health

# Welcome

Welcome to the UnitedHealthcare Community Plan provider manual. This up-to-date reference PDF manual allows you and your staff to find important information such as how to process a claim and prior authorization. This manual also includes important phone numbers and websites on the How to Contact Us page. Find operational policy changes and other electronic transactions on our website at [UHCprovider.com](https://UHCprovider.com).

## Click the following links to access different manuals:

- [UnitedHealthcare Administrative Guide](#) for Commercial and Medicare Advantage member information. Some states may also have Medicare Advantage information in their Community Plan manual.
- A different Community Plan manual: go to [UHCprovider.com/guides](https://UHCprovider.com/guides) > [Community Plan Care Provider Manuals for Medicaid Plans by State](#).

## Easily find information in this manual using the following steps:

1. Press CTRL+F.
2. Type in the key word.
3. Press Enter.



If you have questions about the information or material in this manual, or about our policies, please call [Provider Services](#).

## Important information about the use of this manual

If there is a conflict between your Agreement and this care provider manual, use this manual unless your Agreement states you should use it, instead. If there is a conflict between your Agreement, this manual and applicable federal and state statutes and regulations and/or state contracts, applicable federal and state statutes and regulations and/or state contracts will control. UnitedHealthcare Community Plan reserves the right to supplement this manual to help ensure its terms and conditions remain in compliance with relevant federal and state statutes and regulations.

This manual will be amended as policies change.

Terms and definitions as used in this manual:

- “Member” or “customer” refers to a person eligible and enrolled to receive coverage from a payer for covered services as defined or referenced in your Agreement.
- “You,” “your” or “care provider” refers to any health care professional subject to this manual, including physicians, clinicians, facilities and ancillary providers; except when indicated and all items are applicable to all types of care providers subject to this guide.
- Community Plan refers to UnitedHealthcare’s Medicaid plan
- “Your Agreement,” “Provider Agreement” or “Agreement” refers to your Participation Agreement with us.
- “Us,” “we” or “our” refers to UnitedHealthcare Community Plan on behalf of itself and its other affiliates for those products and services subject to this guide.
- Any reference to “ID card” includes both a physical or digital card.

## Participation Agreement

If you have a concern about your Agreement with us, send a letter with the details to the address in your contract. A representative will look into your complaint. If you disagree with the outcome, you may file for arbitration. If your concern relates to certain UnitedHealthcare Community Plan procedures, such as the credentialing or care management process, follow the dispute procedures in your Agreement. After following those procedures, if one of us remains dissatisfied, you may file for arbitration.

If we have a concern about your Agreement, we'll send you a letter containing the details. If we can't resolve the complaint through informal discussions, you may file an arbitration proceeding as described in your Agreement. Your Agreement describes where arbitration proceedings are held.

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# Chapter 1: Introduction

## Key contacts

Topic	Link	Phone Number
Provider Services	<a href="https://UHCprovider.com">UHCprovider.com</a>	877-542-9231
Training	<a href="https://UHCprovider.com/training">UHCprovider.com/training</a>	877-542-9231
Provider Portal	<a href="https://UHCprovider.com">UHCprovider.com</a> , then Sign In using your One Healthcare ID or go to Provider Portal Self Service: <a href="https://UHCprovider.com/en/resource-library/link-provider-self-service.html">UHCprovider.com/en/resource-library/link-provider-self-service.html</a> New users: <a href="https://UHCprovider.com">UHCprovider.com</a> > <a href="#">New User and User Access</a>	
CommunityCare Provider Portal Training	<a href="#">CommunityCare Provider Portal User Guide</a>	
Provider Portal Support	<a href="mailto:providertechsupport@uhc.com">providertechsupport@uhc.com</a>	855-819-5909
Resource Library	<a href="https://UHCprovider.com">UHCprovider.com</a> > Resources > <a href="#">Resource Library</a>	



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

UnitedHealthcare Community Plan supports the Washington state goals of increased access, improved health outcomes and reduced costs by offering Medicaid benefits to the following members:

- Children, from birth through 18 years of age, eligible for Medicaid under expanded pediatric coverage provisions of the Social Security Act.
- Pregnant individuals, eligible for Medicaid under expanded maternity coverage provisions of the Social Security Act.
- Children eligible for the Children’s Health Insurance Program (CHIP).
- Categorically Needy – Blind and Disabled Children and Adults who are not eligible for Medicare.
- 19–64 years old who are not eligible for another type of Medicaid and who has an income of less than 138% of the federal poverty level.
- Medicaid eligible families.
- BHO – Behavioral Health Only
- Adults – Affordable Care Act Health Care Reform

The Department of Health (DOH) will determine enrollment eligibility.



If you have questions about the information in this manual or about our policies, go to [UHCprovider.com](https://UHCprovider.com) or call Provider Services at **877-542-9231**.

## How to join our network



For instructions on joining the UnitedHealthcare Community Plan care provider network, go to [UHCprovider.com/join](https://UHCprovider.com/join). There you will find guidance on our credentialing process, how to sign up for self-service and other helpful information.

### Already in network and need to make a change?



To change an address, phone number, add or remove physicians from your TIN, or other changes, go to My Practice Profile at [UHCprovider.com](http://UHCprovider.com) > Our Network > [Demographics and Profiles](#).

## Integrated Managed Care

The State Health Care Innovation Plan, the Healthier Washington Initiative, and Engrossed Second Substitute House Bill 6312, enacted by the Legislature in 2014, provided policy direction for the Health Care Authority (HCA) to:

- Regionalize Medicaid purchasing by April 1, 2016, and
- Provide Medicaid enrollees with the full continuum of physical health and behavioral health (i.e., mental health and substance use disorder [SUD]) services through managed care by Jan. 1, 2020. This program is known as “Apple Health - Integrated Managed Care” (IMC).

UnitedHealthcare Community Plan has Apple Health IMC membership and Behavioral Health-only membership in Clallam, Cowlitz, Grays Harbor, Island, Jefferson, King, Kitsap, Lewis, Mason, Pacific, Pierce, San Juan, Skagit, Snohomish, Thurston, Wahkiakum and Whatcom counties.

UnitedHealthcare Community Plan does not have Apple Health plans in counties other than those listed. A map and table identifying which managed care plans is available at [hca.wa.gov](http://hca.wa.gov).

## Our approach to health care

### Care Model

The Care Model program seeks to empower UnitedHealthcare Community Plan members enrolled in Medicaid, care providers and our community partners to improve care coordination and elevate outcomes. Targeting UnitedHealthcare Community Plan members

with chronic complex conditions who often use health care, the program helps address their needs holistically. Care Model examines medical, behavioral and social/ environmental concerns to help members get the right care from the right care provider in the right place and at the right time.

The program provides interventions to members with complex medical, behavioral, social, pharmacy and specialty needs, resulting in better quality of life, improved access to health care and reduced expenses. Care Model provides a care management/coordination team that helps increase member engagement, offers resources to fill gaps in care and develops personalized health goals using evidence-based clinical guidelines. This approach is essential to improving the health and well-being of the individuals, families and communities UnitedHealthcare Community Plan serves. Care Model provides:

- Market-specific care management encompassing medical, behavioral and social care.
- An extended care team including primary care provider (PCP), pharmacist, medical and behavioral director, and peer specialist.
- Options that engage members, connecting them to needed resources, care and services.
- Individualized and multidisciplinary care plans.
- Assistance with appointments with PCP and coordinating appointments. The clinical health advocate (CHA) refers members to an RN, behavioral health advocate (BHA) or other specialists as required for complex needs.
- Education and support with complex conditions.
- Tools for helping members engage with care providers, such as appointment reminders and help with transportation.
- Foundation to build trust and relationships with hard-to-engage members.

The Care Model program goals are to:

- Lower avoidable admissions and unnecessary emergency room (ER) visits, measured outcomes by inpatient (IP) admission and ER rates.
- Improve access to PCP and other needed services, measured by number of PCP visit rates within identified time frames.
- Identify and discuss behavioral health needs, measured by number of behavioral health care provider visits within identified time frames.
- Improve access to pharmacy.

- Identify and remove social and environmental barriers to care.
- Improve health outcomes, measured by improved Healthcare Effectiveness Data and Information Set (HEDIS®) and Centers for Medicare & Medicaid Services (CMS) Star Ratings metrics.
- Empower the member to manage their complex/ chronic illness or problem and care transitions.
- Improve coordination of care through dedicated staff resources and to meet unique needs.
- Engage community care and care provider networks to help ensure access to affordable care and the appropriate use of services.

To refer your patient who is a UnitedHealthcare Community Plan member to the Care Model program, call Member Services at **877-542-8997**, TTY 711. You may also call Provider Services at **877-542-9231**.

## Compliance

HIPAA mandates National Provider Identifier (NPI) usage in all standard transactions (claims, eligibility, remittance advice, claims status request/response, and authorization request/response) for all care providers who handle business electronically.

## Cultural resources

To help you meet membership needs, we have developed a Cultural Competency Program. Linguistic and cultural barriers can negatively affect access to health care participation. You must support UnitedHealthcare Community Plan's Cultural Competency Program.

We offer simplified materials for members with limited English proficiency and who speak languages other than English or Spanish. We also provide materials for visually impaired members. For more information, go to [uhc.com/legal/nondiscrimination-and-language-assistance-notice](https://uhc.com/legal/nondiscrimination-and-language-assistance-notice).

**HCA Interpreter Services:** The Health Care Authority (HCA) has partnered with the Office of Deaf and Hard of Hearing (ODHH) to improve the process for requesting sign language interpreters.

Visit the HCA Interpreter Services website at [hca.wa.gov/billers-providers-partners/programs-and-services/interpreter-services](https://hca.wa.gov/billers-providers-partners/programs-and-services/interpreter-services) for more information.

## Evidence-based clinical review criteria and guidelines

UnitedHealthcare Community Plan uses Interqual (formerly MCG Care Guidelines) for medical care determinations. UnitedHealthcare Community Plan uses nationally recognized and evidence-based clinical guidelines to guide our quality and health management programs, including the American Society of Addiction Medicine (ASAM), to address clinical criteria and behavioral health substance-related and addictive disorders.

Our provider agreements define SUD residential care as ASAM level of care 3.1, 3.3 or 3.5. Authorization review will be provided for all ASAM defined levels of care for which a care provider is contracted. For more information on our guidelines, go to [UHCprovider.com](https://uhcprovider.com).

## Online resources

Going digital means less paper and more automation, faster workflow between applications and a quicker claims submission process to help you get paid faster. Learn the differences by viewing our Digital Solutions Comparison Guide at [UHCprovider.com](https://uhcprovider.com) > Resources > the UnitedHealthcare Provider Portal Resources > [Digital Solutions Comparison Guide](https://uhcprovider.com). Care providers in the UnitedHealthcare network will conduct business with us electronically. This means using electronic means, where allowed by law, to submit claims and receive payment, and to submit and accept other documents, including appeals requests and decisions and prior authorization requests and decisions. Using electronic transactions is fast, efficient, and supports a paperless work environment. Use Application Programming Interface (API), Electronic Data Exchange (EDI) or the UnitedHealthcare Provider Portal for maximum efficiency in conducting business electronically.

### Application Programming Interface

API is becoming the newest digital method in health care to distribute information to care providers and business partners in a timely and effective manner.

API is a common programming interface that interacts between multiple applications. Our API solutions allow

you to electronically receive detailed data on claims status and payment, eligibility and benefits, claim reconsiderations and appeals (with attachments), prior authorization, referrals and documents. Information returned in batch emulates data in the UnitedHealthcare Provider Portal and complements EDI transactions, providing a comprehensive suite of services. It requires technical coordination with your IT department, vendor or clearinghouse. The data is in real time and can be programmed to be pulled repetitively and transferred to your practice management system or any application you prefer. For more information, visit [UHCprovider.com/api](https://UHCprovider.com/api).

## Electronic Data Interchange

EDI is an online resource using your internal practice management or hospital information system to exchange transactions with us through a clearinghouse.

The benefit of using EDI is it permits care providers to send batch transactions for multiple members and multiple payers in lieu of logging into different payer websites to manually request information. This is why EDI is usually care providers' and UnitedHealthcare Community Plan's first choice for electronic transactions.

- Send and receive information faster
- Identify submission errors immediately and avoid processing delays
- Exchange information with multiple payers
- Reduce paper, postal costs and mail time
- Cut administrative expenses
- EDI transactions available to care providers are:
  - Claims (837),
  - Eligibility and benefits (270/271),
  - Claims status (276/277),
  - Referrals and authorizations (278),
  - Hospital admission notifications (278N), and
  - Electronic remittance advice (ERA/835).

Visit [UHCprovider.com/EDI](https://UHCprovider.com/EDI) for more information.


Learn how to optimize your use of EDI at

[UHCprovider.com/optimizeEDI](https://UHCprovider.com/optimizeEDI).

### Getting Started

- If you have a practice management or hospital information system, contact your software vendor for instructions on how to use EDI in your system.
- Contact clearinghouses to review which electronic transactions can interact with your software system.

## 5 reasons to use UHCprovider.com




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### 1

**Provider Portal**


Use self-service to verify eligibility and claims, request prior authorization, provide notifications and access Document Library.

Click "Sign In" in the top right corner of UHCprovider.com
- 

### 2

**Prior Authorization and Notification**


Request approval for prescriptions, admissions and procedures.

[UHCprovider.com/paan](https://UHCprovider.com/paan)
- 

### 3


**EDI**

Send batch transactions for multiple members and payers from one place, review claims and submit notifications.

[UHCprovider.com/edi](https://UHCprovider.com/edi)
- 

### 4

**Direct Connect**

Communicate securely with payers to address errant claims. Email [directconnectsupport@optum.com](mailto:directconnectsupport@optum.com) to get started.
- 

### 5

**Policies and Protocols**

Review guidelines that apply to UnitedHealthcare Community Plan and how you care for our members.

[UHCprovider.com/policies](https://UHCprovider.com/policies)

Find more information about these online services and more at [UHCprovider.com](https://UHCprovider.com) – your hub for online transactions, education and member benefit information.



Read our [Clearinghouse Options](#) page for more information.

### Point of Care Assist™

When made available by UnitedHealthcare Community Plan, you will do business with us electronically. Point of Care Assist integrates members' UnitedHealthcare health data within the Electronic Medical Record (EMR) to provide real-time insights of their care needs, aligned to their specific member benefits and costs. This makes it easier for you to see potential gaps in care, select labs, estimate care costs and check prior authorization requirements, including benefit eligibility and coverage details. This helps you to better serve your patients and achieve better results for your practice. For more information, go to [UHCprovider.com/poca](https://UHCprovider.com/poca).

### UHCprovider.com

Our public website [UHCprovider.com](https://UHCprovider.com) is available 24/7 and does not require registration to access. You'll find valuable resources including administrative and plan-specific policies, protocols and guides, health plans by state, regulatory and practice updates, and quality programs.

This secure portal is accessible from the public website. It allows you to access patient information such as eligibility and benefit information and digital ID cards. You can also perform administrative tasks such as submitting prior authorization requests, checking claim status, submitting appeal requests, and find copies of PRAs and letters in Document Library. All at no cost to you and without needing to pick up the phone.



To access the portal, you will need to create or sign in using a One Healthcare ID at [UHCprovider.com](https://UHCprovider.com) > [New User](#). If you already have a One Healthcare ID (formerly known as Optum ID), go to [UHCprovider.com](https://UHCprovider.com) and click Sign In in the upper right corner to access the portal.

Here are the most frequently used portal tools:

- **Eligibility and benefits** — View patient eligibility and benefits information for most benefit plans. For more information, go to [UHCprovider.com/eligibility](https://UHCprovider.com/eligibility).

- **Claims** — Get claims information for many UnitedHealthcare plans, including access letters, remittance advice documents and reimbursement policies. For more information, go to [UHCprovider.com/claims](https://UHCprovider.com/claims).
- **Prior authorizations and notifications** — Submit notification and prior authorization requests. For more information, go to [UHCprovider.com/paan](https://UHCprovider.com/paan).
- **Specialty pharmacy transactions** — Submit notification and prior authorization requests for certain medical injectable drugs by selecting the Prior Authorization dropdown in the UnitedHealthcare Provider Portal. You will be directed to Prior Authorization and Notification capability to complete your requests.
- **My Practice Profile** — View and update your care provider demographic data that UnitedHealthcare members see for your practice. For more information, go to [UHCprovider.com/mpp](https://UHCprovider.com/mpp).
- **Document Library** — Access reports and correspondence from many UnitedHealthcare plans for viewing, printing or download. For more information on the available correspondence, go to [UHCprovider.com/documentlibrary](https://UHCprovider.com/documentlibrary).

### Direct Connect

Direct Connect is a free online portal that lets you securely communicate with payers to address errant claims. This portal can replace previous methods of letters, phone calls and spreadsheets. It also helps:

- Manage overpayments in a controlled process.
- Create a transparent view between you and payer.
- Avoid duplicate recoupment and returned checks.
- Decrease resolution time frames.
- Real-time reporting to track statuses of inventories in resolution process.
- Provide control over financial resolution methods.

All users will access Direct Connect using the Provider Portal. On-site and online training is available.



Email [directconnectsupport@optum.com](mailto:directconnectsupport@optum.com) to get started with Direct Connect.

# Privileges

To help our members access appropriate care and minimize out-of-pocket costs, you must have privileges at applicable in-network facilities or arrangements with an in-network care provider to admit and provide facility services. This includes full admitting hospital privileges, ambulatory surgery center privileges and/or dialysis center privileges.

# Provider Services

Provider Services is the primary contact for care providers who require assistance. It is staffed with representatives trained specifically for UnitedHealthcare Community Plan.



**Provider Services** can assist you with questions on Medicaid benefits, eligibility, claim decision, forms required to report specific services, billing questions and more.

Provider Services works closely with all departments in UnitedHealthcare Community Plan.

# How to contact us

*\*We no longer use fax numbers for most departments, including benefits, prior authorization and claims.*

Topic	Contact	Information
Benefits	<a href="https://UHCprovider.com/benefits">UHCprovider.com/benefits</a>	Confirm a member’s benefits and/or prior authorization.
Cardiology Prior Authorization	For prior authorization or a current list of CPT codes that require prior authorization, visit <a href="https://UHCprovider.com/cardiology">UHCprovider.com/cardiology</a> .	Review or request prior authorization, see basic requirements, guidelines, CPT code list, and more information.
Care Model (Care Management/ Disease Management)	877-542-8997	Refer high-risk members (e.g., asthma, diabetes, obesity) and members who need private-duty nursing.
Chiropractor Care	<a href="https://myoptumhealthphysicalhealth.com">myoptumhealthphysicalhealth.com</a> <a href="https://hca.wa.gov">hca.wa.gov</a> 800-873-4575	Chiropractic services are not covered for members age 21 and older. Limited chiropractic services are covered for children age 20 and younger.  Refer to the Washington Health Care Authority (HCA) billing guide for billing requirements, limits and covered services.
Claims	Use the Provider Portal at <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a>  Mailing address: <b>UnitedHealthcare Community Plan</b> P.O. Box 31361 Salt Lake City, UT 84131-0361  For FedEx (use for large packages/more than 500 pages): <b>UnitedHealthcare Community Plan</b> 1355 S 4700 West, Suite 100 Salt Lake City, UT 84104	Ask about a claim status or get information about proper completion or submission of claims.
Claim Overpayments	See the Overpayment section for requirements before sending your request.  Sign in to <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a> to access the Provider Portal, then select the UnitedHealthcare Online app  Mailing address: <b>UnitedHealthcare Community Plan</b> ATTN: Recovery Services P.O. Box 740804 Atlanta, GA 30374-0800	Ask about claim overpayments.

Topic	Contact	Information
<p>Crisis Services – Behavioral Health and Short-Term SUD</p>	<p>Clallam, Kitsap County - Salish BHO: 888-910-0416</p> <p>Grays Harbor County - Great Rivers BHO: 800-685-6556</p> <p>Cowlitz County - Great Rivers BHO: 360-425-6064</p> <p>Greater Columbia BH-ASO: 888-544-9986</p> <p>Jefferson County - Salish BHO: 877-410-4803</p> <p>King County BH-ASO – Crisis Connections: 866-427-4747 or 206-461-3222</p> <p>Lewis County - Great Rivers BHO: 800-559-6696</p> <p>Mason &amp; Thurston Counties - Thurston-Mason BHO: 800-270-0041</p> <p>North Sound Counties (Island, San Juan, Snohomish, Skagit &amp; Whatcom): 800-584- 3578</p> <p>Pacific County - Great Rivers BHO: 800-884-2298</p> <p>Pierce – Beacon Health Options: 800-576-7764, TTY 711</p> <p>South West WA – Beacon Health Options: 800-626-8137, TTY 866-835-2755</p> <p>Spokane County BH-ASO: Regional Behavioral Health: 877-266-1818</p> <p>Wahkiakum County - Great Rivers BHO: 800-635-5989</p>	<ul style="list-style-type: none"> <li>• 24/7/365 regional crisis hotline for mental health and SUD crises.</li> <li>• Mental health crisis services, including the dispatch of mobile crisis outreach teams, staffed by mental health professionals and certified peer counselors.</li> <li>• Short-term SUD crisis services for people intoxicated or incapacitated in public.</li> </ul> <p>Application of mental health and SUD involuntary commitment statutes, available 24/7/365 to conduct Involuntary Treatment Act assessments and file detention petition.</p>
<p>Electronic Data Intake Claim Issues</p>	<p><a href="mailto:ac_edi_ops@uhc.com">ac_edi_ops@uhc.com</a> 800-210-8315</p>	<p>Ask about claims issues or questions.</p>
<p>Electronic Data Intake Log-on Issues</p>	<p>800-842-1109</p>	<p>Information is also available at <a href="http://UHCprovider.com/edi">UHCprovider.com/edi</a>.</p>
<p>Eligibility</p>	<p>To access the app, sign in to <a href="http://UHCprovider.com/eligibility">UHCprovider.com/eligibility</a>, then select the UnitedHealthcare Online app <a href="http://waproviderone.org">waproviderone.org</a></p>	<p>Confirm member eligibility.</p>
<p>Enterprise Voice Portal</p>	<p>877-842-3210</p>	<p>The Enterprise Voice Portal provides self-service functionality or call steering prior to speaking with a contact center agent.</p>

Topic	Contact	Information
Fraud, Waste and Abuse (Payment Integrity)	Payment integrity information: <a href="http://UHCprovider.com/wacommunityplan">UHCprovider.com/wacommunityplan</a> > Reporting Fraud, Waste and Abuse to Us > <a href="#">Integrity of Claims, Reports, and Representations to the Government</a>  Reporting: <a href="http://uhc.com/fraud">uhc.com/fraud</a> 800-455-4521 or 877-401-9430	Learn about our payment integrity policies.  Report suspected fraud, waste or abuse by a care provider or member by phone or online.
Laboratory Services	<a href="#">Preferred Lab Network</a> Quest Diagnostics: <a href="http://questdiagnostics.com">questdiagnostics.com</a> LabCorp 800-833-3984	LabCorp and/or Quest Diagnostics are network laboratories.
Medical and Behavioral Claim, Reconsideration and Appeal	Sign in to <a href="http://UHCprovider.com/claims">UHCprovider.com/claims</a> , then select the UnitedHealthcare Online app  Reconsiderations mailing address: <b>UnitedHealthcare Community Plan</b> P.O. Box 31361 Salt Lake City, UT 84131-0361  Appeals mailing address: <b>UnitedHealthcare Community Plan Grievances and Appeals</b> P.O. Box 31364 Salt Lake City, UT 84131-0364	Claim issues include overpayment, underpayment, payment denial, or an original or corrected claim determination you don't agree with.
Member Services	<a href="http://myuhc.com">myuhc.com</a>  877-542-8997 / TTY 711 for help accessing member account	Assist members with issues or concerns. Available 8 a.m. – 5 p.m. Pacific Time, Monday through Friday.
Multilingual/ Telecommunication Device for the Deaf (TDD) Services	TTY 711	Available 8 a.m. – 5 p.m. Pacific Time, Monday through Friday, except state-designated holidays.
National Plan and Provider Enumeration System (NPPES)	<a href="http://nppes.cms.hhs.gov">nppes.cms.hhs.gov</a>  800-465-3203	Apply for a National Provider Identifier (NPI).
Network Management Resource Team	<a href="mailto:networkhelp@uhc.com">networkhelp@uhc.com</a>  877-842-3210	Self-service functionality to update or check credentialing information.
NurseLine	877-543-3409	Available any time.

Topic	Contact	Information
Obstetrics and Baby Care	<p><a href="#">Prenatal risk assessment form</a></p> <p>Pregnancy Notification Form on <a href="#">UHCprovider.com</a></p> <p>Healthy First Steps <a href="#">uhchealthyfirststeps.com</a></p> <p>800-599-5985</p> <p>Washington Maternity Nurse Specialist: 800-224-6597</p>	<p>For pregnant members, contact Healthy First Steps by calling or filling out the Pregnancy Notification Form. Refer pregnant members to <a href="#">uhchealthyfirststeps.com</a> to sign up for Healthy First Steps Rewards.</p>
Oncology Prior Authorization	<p>UHCprovider.com &gt; Prior Authorization &gt; <a href="#">Oncology</a></p> <p>Optum 888-397-8129 Monday -Friday 7am – 7pm CST</p>	<p>For current list of CPT codes that require prior authorization for oncology</p>
Optum ID Support Center	<p><a href="mailto:Providertechsupport@uhc.com">Providertechsupport@uhc.com</a></p> <p>855-819-5909</p>	<p>Available 7 a.m. – 9 p.m. Central Time, Monday through Friday; 6 a.m. – 6 p.m. Central Time, Saturday; and 9 a.m. – 6 p.m. Central Time, Sunday.</p>
Pharmacy Services	<p>UHCprovider.com/wacommunityplan &gt; <a href="#">Pharmacy Resources and Physician Administered Drugs</a></p> <p>877-305-8952 (OptumRx)</p> <p>Pharmacy Help Desk 888-306-3243</p> <p>Customer Service (Provider) 800-711-4555</p> <p>Preferred Drug List 877-542-9231</p>	<p>OptumRx oversees and manages our network pharmacies.</p> <p>Use Provider Portal to access the PreCheck MyScript tool. Request prior authorization and receive results, and see which prescriptions require prior authorization or are not covered or preferred Check coverage and price, including lower-cost alternatives.</p>
Prior Authorization/ Notification for Pharmacy	<p><a href="#">UHCprovider.com/priorauth</a></p> <p>800-310-6826</p>	<p>Request authorization for medications as required.</p>
Prior Authorization/ Advance Notification/ Admission Notification for Health Services	<p>To notify us or request prior authorization:</p> <p>EDI: Transactions 278 and 278N</p> <p>Online: <a href="#">UHCprovider.com/paan</a></p> <p>Phone: Call Care Coordination at the number on the member’s ID card (self-service available after hours) and select “Care Notifications.”</p> <p>877-542-9231</p>	<p>Use the Prior Authorization and Notification Tool online to:</p> <ul style="list-style-type: none"> <li>• Determine if notification or prior authorization is required.</li> <li>• Complete the notification or prior authorization process.</li> <li>• Upload medical notes or attachments.</li> <li>• Check request status</li> </ul> <p>Information and advance notification/prior authorization lists: <a href="#">UHCprovider.com/wacommunityplan</a> in the Prior Authorization and Notification section.</p>

Topic	Contact	Information
Provider Services	<a href="https://UHCprovider.com/WAcommunityplan">UHCprovider.com/WAcommunityplan</a> 877-542-9231	Use the system to: <ul style="list-style-type: none"> <li>• Get answers to general questions.</li> <li>• Verify member eligibility.</li> <li>• Check claims status.</li> <li>• Ask questions about your participation.</li> <li>• Notify us of demographic and practice changes.</li> <li>• Request credentialing information.</li> </ul>
Radiology Prior Authorization	<a href="https://UHCprovider.com/radiology">UHCprovider.com/radiology</a> 866-889-8054	Review or request prior authorization, see basic requirements, guidelines, CPT code list, and more information.
Referrals	UHCprovider.com > <a href="#">Referrals</a> or use Referrals on the Provider Portal. Click Sign in in the top right corner of UHCprovider.com, then click Referrals.  Provider Services 877-542-9231	Submit new referral requests and check the status of referral submissions.
Reimbursement Policy	<a href="https://UHCprovider.com/wacommunityplan">UHCprovider.com/wacommunityplan</a> > <a href="#">Policies and Clinical Guidelines</a>	Reimbursement policies that apply to UnitedHealthcare Community Plan members. Visit this site often to view reimbursement policy updates.
Technical Support	website <a href="https://UHCprovider.com/contact-us/technical-assistance">UHCprovider.com/contact-us/technical-assistance</a>  866-209-9320 for Optum support or 866-842-3278, Option 1 for web support  email: <a href="mailto:ProviderTechSupport@uhc.com">ProviderTechSupport@uhc.com</a>	Call if you have issues logging in to the Provider Portal, you cannot submit a form, etc.
Tobacco Free Quit Line	800-784-8669	Ask about services for quitting tobacco/smoking.
Transportation	<a href="https://hca.wa.gov">hca.wa.gov</a>	The Washington HCA pays for transportation services to get members to and from non-emergency health care appointments. To arrange non-emergent transportation, please contact Washington HCA at least three business days in advance.

Topic	Contact	Information
Utilization Management (UM)	Provider Services 877-542-9231	<p>UM helps avoid overuse and under-use of medical services by making clinical coverage decisions based on available evidence-based guidelines.</p> <p>Request a copy of our UM guidelines or information about the program. For UM policies and protocols, go to <a href="http://UHCprovider.com">UHCprovider.com</a> &gt; Resources &gt; <a href="#">Plans, Policies, Protocols and Guides</a>.</p>
Vaccines for Children (VFC) program	360-236-4501	<p>Care providers must participate in the VFC Program administered by the Department of Health (DOH) and must use the free vaccine when administering vaccine to qualified eligible children (18 years and younger). You must enroll as VFC care providers with DOH to bill for the administration of the vaccine.</p>
Vision Services	<p><a href="http://marchvisioncare.com">marchvisioncare.com</a>                      MARCH Vision Care 888-493-4070                      TTY 877-627-2456</p>	<p>Apple Health covers routine eye exams, eyeglass fittings and contact lens fittings. We do not cover eyeglasses. Prior authorization is required for all routine eye exams. Authorizations must be obtained from MARCH Vision Care. Call Monday through Friday, 8 a.m. to 5 p.m. Pacific Time.</p> <p>MARCH Vision processes claims for services by MARCH Vision. We process claims for services our care providers furnish.</p>
Website for UnitedHealthcare Community Plan of Washington	<a href="http://UHCprovider.com/WAcommunityplan">UHCprovider.com/WAcommunityplan</a>	<p>Access your state-specific Community Plan information on this website.</p>



# Chapter 2: Care Provider Standards and Policies

## Key contacts

Topic	Link	Phone Number
Provider Services	<a href="https://UHCprovider.com">UHCprovider.com</a>	877-542-9231
Enterprise Voice Portal		877-842-3210
Eligibility	<a href="https://UHCprovider.com/eligibility">UHCprovider.com/eligibility</a>	877-542-9231
Referrals	UHCprovider.com > <a href="#">Referrals</a>	877-542-9231
Provider Directory	UHCprovider.com > Our Network > <a href="#">Find a Provider</a>	877-542-9231
Training	<a href="https://UHCprovider.com/training">UHCprovider.com/training</a>	877-542-9231
Provider Portal Training	<a href="#">CommunityCare Provider Portal User Guide</a> Provider Portal <a href="https://UHCprovider.com">UHCprovider.com</a> , then Sign In using your One Healthcare ID	877-542-9231
Provider Portal Support	<a href="mailto:ProviderTechSupport@uhc.com">ProviderTechSupport@uhc.com</a>	855-819-5909
Online Service Tools	UHCprovider.com > Resources > <a href="#">UnitedHealthcare Provider Portal Resources</a>	866-842-3278, option 1



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

## General care provider responsibilities

### Non-discrimination

You can't refuse an enrollment/assignment or disenroll a member or discriminate against them based on race, color, or national origin; gender; gender identity; age; veteran or military status; sexual orientation; the presence of any sensory, behavioral or physical disability; or the use of a trained guide dog or service animal by a person with a disability, type of illness or condition. You may only direct the member to another care provider type if that illness or condition may be better treated by someone else.

### Communication between care providers and members

The UnitedHealthcare Community Plan Agreement is not intended to interfere with your relationship with members as patients or with UnitedHealthcare Community Plan's ability to administer its quality improvement, utilization management or credentialing programs. Instead, we require communication between PCPs and other participating care providers. This helps ensure UnitedHealthcare Community Plan members receive both quality and cost-effective health services.

UnitedHealthcare Community Plan members and/or their representative(s) may take part in the planning and implementation of their care. To help ensure members and/or their representative(s) have this chance, UnitedHealthcare Community Plan requires you:

1. Educate members, and/or their representative(s) about their health needs.
2. Share findings of history and physical exams.

3. Discuss options (without regard to plan coverage), treatment side effects and symptoms management. This includes any self-administered alternative or information that may help them make care decisions.
4. Recognize members (and/or their representatives) have the right to choose the final course of action among treatment options.
5. Collaborate with the plan care manager in developing a specific care plan for members enrolled in High Risk Care Management.

### Provide official notice

Write to us within 10 calendar days if any of the following events happen:

1. Bankruptcy or insolvency.
2. Indictment, arrest, felony conviction or any criminal charge related to your practice or profession.
3. Suspension, exclusion, debarment or other sanction from a state or federally funded health care program.
4. Loss or suspension of your license to practice.
5. Departure from your practice for any reason.
6. Closure of practice.

You may use the Care Provider Demographic Information Update Form for demographic changes or to update NPI information for care providers in your office. This form is located at [UHCprovider.com > Our Network > Demographics and Profiles > My Practice Profile > Care Provider Paper Demographic Information Update Form](#).

### Transition member care following termination of your participation

If your network participation ends, you must transition your UnitedHealthcare Community Plan members to timely and useful care. This may include providing service(s) for a reasonable time at our in-network rate. Provider Services is available to help you and our members with the transition.

### Arrange substitute coverage

If you cannot provide care and must find a substitute, arrange for care from other UnitedHealthcare Community Plan care providers.



For the most current listing of network care providers, review our provider directory at [UHCprovider.com > Our Network > Find a Provider](#).

### Administrative terminations for inactivity

Up-to-date directories are a critical part of providing our members with the information they need to take care of their health. To accurately list care providers who treat UnitedHealthcare Community Plan members, we:

1. End Agreements with care providers who have not submitted claims for UnitedHealthcare Community Plan members for one year and have voluntarily stopped participation in our network.
2. Inactivate any tax identification numbers (TINs) with no claims submitted for one year. This is not a termination of the Provider Agreement. Call UnitedHealthcare Community Plan to reactivate a TIN.

### Changing an existing TIN or adding a care provider

Please complete and email the Care Provider Demographic Information Update Form and your W-9 form to the address listed on the bottom of the form. The W-9 form and the Care Provider Demographic Information Update Form are available at [UHCprovider.com > Our Network > Demographics and Profiles > My Practice Profile > Care Provider Paper Demographic Information Update Form](#).

Otherwise, complete detailed information about the change, the effective date of the change and a W-9 on your office letterhead. Send this information to the address listed on the bottom of the demographic change request form.

### Updating your practice or facility information

You can update your practice information through the Provider Data Management application on [UHCprovider.com](#). Go to [UHCprovider.com > Our](#)

Network > Demographics and Profiles > [My Practice Profile](#). Or submit your change by:

- Completing the [Care Provider Demographic Change Form](#) and emailing it to the appropriate address listed on the bottom of the form.
- Calling our Enterprise Voice Portal at 877-842-3210.

### After-hours care

Life-threatening situations require the immediate services of an emergency department. Urgent care can provide quick after-hours treatment and is appropriate for infections, fever, and symptoms of cold or flu.

If a member calls you after hours asking about urgent care, and you can't fit them in your schedule, refer them to an urgent care center.

### Network training

You must take part in a training and support program to gain the appropriate skills and expertise needed to comply with network requirements.

The annual care provider training program addresses the following:

- Orientation to UnitedHealthcare
  - Credentialing and recredentialing
  - Care provider website orientation
  - Member eligibility verification
  - Claims and billing guidelines
- Clinical Model
  - Crisis management
  - Treatment planning
  - Use of evidence-based practices
  - Care coordination
- Cultural Competency
  - Cultural competency in health care is the ability of care providers to understand social, ethnic, religious, and linguistic characteristics of a population and use this understanding to improve the quality of care providers deliver. We help ensure our members and their cultural needs are treated with dignity and respect.
  - Join us for free online care provider education through Provider Portal. Go to [UHCprovider.com](#), log in with your One Healthcare ID and go to the

Washington care provider training channel to find the required Cultural Competency Program.

- All Washington IMC care providers must participate and attest to Cultural Competency Training.
- Documentation requirements
- Utilization requirements

### Participate in quality initiatives

You must help our quality assessment and improvement activities. You must also follow our clinical guidelines, member safety (risk reduction) efforts and data confidentiality procedures.

UnitedHealthcare Community Plan clinical quality initiatives are based on optimal delivery of health care for diseases and conditions. This is determined by United States government agencies and professional specialty societies. See Chapter 10 for more details on the initiatives.

### Provide access to your records

You must provide access to any medical, financial or administrative records related to services you provide to UnitedHealthcare Community Plan members within 14 calendar days of our request. We may request you respond sooner for cases involving alleged fraud and abuse, a member grievance/appeal, or a regulatory or accreditation agency requirement. Maintain these records for six years or longer if required by applicable statutes or regulations.

### Performance data

You must allow the plan to use care provider performance data.

### Submit to Clinical Data Repository

The Clinical Data Repository (CDR) is a database that collects and indexes clinical content for specific uses. The CDR is a direct response by the Washington State HCA to help you share data. The CDR connects different electronic health record (EHR) platforms and places clinical information in one location. It helps the care team gain

a more comprehensive understanding of the patient's medical history. This helps improve health care quality, better manage costs and improve health outcomes.

**Contracted care provider organizations with certified EHRs, who see an Apple Health IMC member, are required to send a care summary (CCDA) from your EHR to the CDR.** You must submit a CCDA to the CDR for a minimum of 80 percent of submitted claims. At least 85 percent of these CCDAs must be error-free.

To learn more about the CDR, visit [onehealthport.com/clinical-portal](https://onehealthport.com/clinical-portal) and click on Getting Started.

### Comply with protocols

You must comply with UnitedHealthcare Community Plan's and Payer's Protocols, including those contained in this manual.



You may view protocols at [UHCprovider.com](https://UHCprovider.com) > Resources > Plans, Policies, Protocols and Guides > [For Community Plans](#).

### Office hours

You must provide the same office hours of operation to UnitedHealthcare Community Plan members as those offered to commercial members.

### Protect confidentiality of member data

UnitedHealthcare Community Plan members have a right to privacy and confidentiality of all health care data. We only give confidential information to business associates and affiliates who need that information to improve our members' health care experience. We require our associates to protect privacy and abide by privacy law. If a member requests specific medical record information, we will refer the member to you. You agree to comply with the requirements of the Health Insurance Portability and Accountability Act of 1996 ("HIPAA") and associated regulations. In addition, you will comply with applicable state laws and regulations. You will also comply with applicable state laws and regulations, including requirements in Chapter 42 of the Code of Federal Regulations (CFR) Section 431.306 (42 CFR §431.306) regarding Release of Information.

We use member information for treatment, operations and payment. We also have safeguards to stop unintentional disclosure of protected health information (PHI). This includes passwords, screen savers, firewalls and other computer protection. It also includes shredding information with PHI and all confidential conversations. All staff is trained on HIPAA and confidentiality requirements.

### Follow medical record standards

Please reference Chapter 9 for Medical Record Standards.

### Inform members of advance directives

The federal Patient Self-Determination Act (PSDA) gives patients the legal right to make choices about their medical care before incapacitating illness or injury through an advance directive. Under the federal act, you must provide written information to members on state law about advance treatment directives, members' right to accept or refuse treatment, and your own policies for advance directives. To comply with this requirement, we inform members of state laws on advance directives through Member Handbooks and other communications.

Members are not required to have an advance directive or physician orders for life-sustaining treatment (POLST). You cannot refuse care or otherwise discriminate against a member based on whether they have executed an advance directive or POLST. Document in a member's medical record whether they have one and include a copy. Do not send a copy to us.

Mental health advance directives will be documented the same as any other type of advance directive.



A mental health advance directive form is available at [hca.wa.gov](https://hca.wa.gov) > Behavioral Health and Recovery (under Health Care Services and Supports) > Mental Health Services > Mental Health Advance Directives.



Members may also call the Office of Consumer Partnerships at **800-446-0259** for a copy of the form.

Members may file a complaint with our medical director, our physician reviewer, and/or the state survey and certification agency about non-compliance with an advance directive or POLST requirement.

If a member asks to appeal a clinical or coverage determination on their behalf, follow the appeal process in the member's benefit contract or handbook. You may locate the Member Handbook at [UHCCommunityPlan.com](https://www.uhc.com/CommunityPlan.com).

Also see [Chapter 12](#) of this manual for information on care provider claim reconsiderations, appeals, and grievances.

## Appointment standards (Washington Access and Availability standards)

Comply with the following appointment availability standards:

### Primary care

PCPs should arrange appointments for:

- After-hours care phone number: any time.
- Emergency care: Immediately or referred to an emergency facility.
- Urgent care appointment: within 24 hours.
- Non-urgent, symptomatic (i.e., routine care) appointment: within 20 calendar days.
- Transitional PCP appointment: within seven calendar days of discharge from inpatient or institutional care for physical or behavioral health disorders or discharge from a substance use disorder treatment program.
- Routine care appointment: within 30 calendar days.
- Physical exam: within 180 calendar days.
- EPSDT appointments: within six weeks.
- New member appointment: within 30 calendar days.
- In-office waiting for appointments: not to exceed one hour of the scheduled appointment time.

### Specialty care

Specialists should arrange appointments for:

- Urgent care: within 24 hours.
- Non-urgent sick visit: within 48–72 hours.
- Non-urgent care: within four to six weeks.

### Behavioral health

Behavioral health care providers should arrange appointments for:

- Emergency care: Available 24 hours per day, 7 days per week, immediately upon presentation.
- Symptomatic urgent care: within 24 hours. For this visit, the member has medical or behavioral health signs that require immediate attention but are not emergent.
- Non-urgent, routine care: within 10 calendar days.
- Transitional health care services: within 7 calendar days of discharge from inpatient or institutional care for physical or behavioral health care, if ordered by the member's PCP or as part of the discharge plan.
- Walk-ins/members who do not have an urgent need: seen that day if possible or scheduled for an appointment consistent with written scheduling procedures.
- Second opinion appointments: Within 30 calendar days of the request unless the member requests a delay to a date later than 30 calendar days.

Members should not wait more than 45 minutes for their appointment in your office. This includes time spent in the waiting and consultation rooms.

If you are delayed, members should be notified immediately. If the wait may be longer than 90 minutes, offer members a new appointment time. In addition, any rescheduling of an appointment must occur based on the member's health care needs.

You must evaluate members to determine if Access to Care Standards are met. If criteria is met, refer the member to the Behavioral Health Organization (BHO) for services. Access to Care Standards can be found at [dshs.wa.gov](https://dshs.wa.gov).



### Prenatal care

Prenatal care providers should arrange OB/GYN appointments for:

- First trimester: within three weeks of request.
- Second trimester: within two weeks of request.
- Third trimester: within one week of request.

UnitedHealthcare Community Plan periodically conducts surveys to check appointment availability and access standards. All care providers must participate in all activities related to these surveys.

If you are unable to take a referral, have the member to contact us at 877-542-8997 for a new referral.

## Provider directory

You are required to tell us, within five business days, if there are any changes to your ability to accept new patients. If a member, or potential member, contacts you, and you are no longer accepting new patients, report any Provider Directory inaccuracy. Ask the potential new patient to contact UnitedHealthcare Community Plan for additional assistance in finding a care provider.

We are required to contact all participating care providers annually and independent physicians every six months. We require you to confirm your information is accurate or provide us with applicable changes.

If we do not receive a response from you within 30 business days, we have an additional 15 business days to contact you. If these attempts are unsuccessful, we notify you that if you continue to be non-responsive, we will remove you from our directory after 10 business days.

If we receive notification the Provider Directory information is inaccurate, you may be subject to corrective action.

In addition to outreach for annual or bi-annual attestations, we are required to make outreach if we receive a report of incorrect care provider information. We are required to confirm your information.

To help ensure we have your most current Provider Directory information, submit applicable changes to:

**For delegated care providers**, email your changes to [Pacific\\_DelProv@uhc.com](mailto:Pacific_DelProv@uhc.com) or [delprov@uhc.com](mailto:delprov@uhc.com).

**For non-delegated care providers**, visit [UHCprovider.com](https://UHCprovider.com) for the Provider Demographic Change Submission Form and further instructions.



The medical, dental and mental health care provider directory is located at [UHCprovider.com](https://UHCprovider.com) > Our Network > [Find a Provider](#).

### Care provider data attestation

Confirm your data every quarter through [UHCprovider.com](https://UHCprovider.com) or by calling Provider Services. If you have received the upgraded My Practice Profile and have editing rights, access the My Practice Profile App to make many of the updates required in this section.

## Prior authorization request

Prior authorization requests may include procedures, services, and/or medication.

Coverage may only be provided if the service or medication is deemed medically necessary, or meets specific requirements provided in the benefit plan.

You should take the following steps before providing medical services and/or medication to UnitedHealthcare Community Plan members:

- Verify eligibility using [UHCprovider.com/eligibility](https://UHCprovider.com/eligibility) or by calling Provider Services. Not doing so may result in claim denial.
- Check the member's ID card each time they visit. Verify against photo identification if this is your office practice.
- Get prior authorization from the Provider Portal:
  1. To access the Prior Authorization app, go to [UHCprovider.com](https://UHCprovider.com), then sign in.
  2. Select the **Prior Authorization and Notification app**.
  3. View notification requirements.

Identify and bill other insurance carriers when appropriate.

If you have questions, please call UnitedHealthcare Web Support at **866-842-3278**, option 3, 7 a.m. – 9 p.m. Central Time, Monday through Friday.

## Home health services and medical equipment physician signature requirements

Washington HCA requires physicians to sign prescriptions for home health services and medical equipment. Non-physician practitioners (i.e., advanced nurse practitioners [ARNPs], physician [PAs]) may order supplies and equipment if within their scope of practice without a physician signature/co-signature. The items must be necessary for, or ancillary to, the administration of pharmaceuticals or monitoring their effectiveness. This includes glucose monitors or test strips, lancets and lancet devices, pen needles, syringes, inhalation masks, and spacers. This applies to medical equipment (Chapter 182-543 WAC) dispensed at a pharmacy. It includes diabetic supplies (glucose monitors, glucose test strips, lancet devices, lancets, pen needles, and syringes), inhalation masks, and spacers.

Pharmacy claims will not reject or stop for a physician's signature. However, pharmacies must comply with this requirement.

## Exception to rule and limitation extension

An Exception to Rule (ETR) is a request for a non-covered service. To request an ETR, submit documentation showing the member's condition requires the service. A Limitation Extension (LE) is a request to extend covered services beyond the Apple Health benefit. Examples include other limited benefit requests or coverage for a member outside the usual age limit. Submit ETR requests within 90 days of receiving the denial for the service using the digital form located in the Provider Forms and Tools section at [UHCprovider.com/wacommunityplan](https://UHCprovider.com/wacommunityplan).

## Timeliness standards for notifying members of test results

After receiving results, notify members within:

- Urgent: 24 hours
- Non-urgent: 10 business days

## Requirements for PCP and specialists serving in PCP role

**Specialists include internal medicine, pediatrics, or obstetrician/gynecology**

PCPs are an important partner in the delivery of care, and Washington HCA members may seek services from any participating care provider. The HCA program requires members be assigned to PCPs. We encourage members to develop a relationship with a PCP who can maintain all their medical records and provide overall medical management. These relationships help coordinate care and provide the member a "medical home."

The PCP plays a vital role as a case manager in the UnitedHealthcare Community Plan system by improving health care delivery in four critical areas: access, coordination, continuity and prevention. As such, the PCP manages initial and basic care to members, makes recommendations for specialty and ancillary care, and coordinates all primary care services delivered to our members. The PCP must provide anytime coverage and backup coverage when they are not available.

Medical doctors (M.D.s), nurse practitioners (NPs) and PAs from any of the following practice areas can be PCPs:

- General practice
- Internal medicine
- Family practice
- Pediatrics
- Obstetrics/gynecology

NPs may enroll with the state as solo care providers, but PAs cannot. They must be part of a group practice.



Members may change their assigned PCP by contacting [Member Services](#) at any time during the month. Customer Service is available 8 a.m. – 6 p.m., Monday through Friday.

We ask members who don't select a PCP during enrollment to select one. UnitedHealthcare Community Plan may auto-assign a PCP to complete the enrollment process.

Women have direct access (without a referral or authorization) to any network OB/GYNs, midwives, PAs,

or NPs for women's health care services and any non-women's health care issues discovered and treated in the course of receiving women's health care services. This includes access to ancillary services ordered by women's health care providers (lab, radiology, etc.) in the same way these services would be ordered by a PCP.

UnitedHealthcare Community Plan works with members and care providers to help ensure all members understand, support, and benefit from the primary care case management system. The coverage will include anytime availability. During non-office hours, access by telephone to a live voice (i.e., an answering service, care provider on-call, hospital switchboard, PCP's nurse triage) will immediately page an on-call medical professional so referrals can be made for non-emergency services.

**Recorded messages are not acceptable.**

Consult with other appropriate care providers to develop individualized treatment plans for UnitedHealthcare Community Plan members with special health care needs.

- Use lists supplied by the UnitedHealthcare Community Plan identifying members who appear to be due preventive health procedures or testing.
  - Submit all accurately coded claims or encounters timely.
  - Provide all well-baby/well-child services.
  - Coordinate each UnitedHealthcare Community Plan member's overall course of care.
  - Accept UnitedHealthcare Community Plan members at your primary office location at least 16 hours a week for a one MD practice.
  - Be available to members by telephone any time.
  - Respond to after-hour patient calls within 45 minutes for non-emergent symptomatic conditions and within 15 minutes for emergency situations.
  - Tell members about appropriate use of emergency services.
  - Discuss available treatment options with members.
  - Provide culturally competent care and services. You must have a cultural competency program to educate and train your staff on addressing cultural and linguistic barriers to delivering health care services to members of all cultures.
  - Tell members about the Washington Department of Social and Health Services (DSHS) substance use disorder services, including a list of substance use disorder clinics and contact information in the counties we serve.
- Advise enrollees on the availability of DSHS long-term care services including availability of home and community based services.
  - Take part in educational opportunities for PCPs, such as those produced by the Washington State Department of Health Collaborative, the Washington State Medical Association or the Washington State Hospital Association.
  - Help ensure services delivered to individuals with special health care needs are right for them.
  - Refer all pregnant members to the DSHS First Steps Maternity Support Services/Infant Case Management and the Healthy First Steps programs.

## Responsibilities of PCPs and specialists serving in PCP role

**Specialists include internal medicine, pediatrics, and/or obstetrician/gynecology**

In addition to meeting the requirements for all care providers, PCPs must:

- Offer office visits on a timely basis, according to the standards outlined in the Timeliness Standards for Appointment Scheduling section of this guide.
- Conduct a baseline examination during the UnitedHealthcare Community Plan member's first appointment.
- Treat UnitedHealthcare Community Plan members' general health care needs. Use nationally recognized clinical practice guidelines.
- Screen members for behavioral health problems using the Behavioral Health Toolkit for the Care provider found on [UHCprovider.com](https://www.uhcprovider.com). File the completed screening tool in the patient's medical record.
- Refer services requiring prior authorization to Provider Services, UnitedHealthcare Community Plan Clinical, or Pharmacy Department as appropriate.
- Inform our Case Management Department at 877-542-8997 of any member showing signs of end-stage renal disease.




- Admit UnitedHealthcare Community Plan members to the hospital when necessary. Coordinate their medical care while they are hospitalized.
- Respect members’ advance directives. Document in a prominent place in the medical record whether a member has an advance directive form.
- Provide covered benefits consistently with professionally recognized standards of health care and in accordance with UnitedHealthcare Community Plan standards. Document procedures for monitoring members’ missed appointments as well as outreach attempts to reschedule missed appointments.
- Transfer medical records upon request. Provide copies of medical records to members upon request at no charge.
- Allow timely access to UnitedHealthcare Community Plan member medical records per contract requirements. Purposes include medical record keeping audits, HEDIS® or other quality measure reporting, and quality of care investigations. Such access does not violate HIPAA.
- Maintain a clean and structurally sound office that meets applicable Occupational Safety and Health Administration (OSHA) and Americans with Disabilities (ADA) standards.
- Complying with the HCA Access and Availability standards for scheduling emergency, urgent care and routine visits. Appointment Standards are covered in Chapter 2 of this manual.







## Rural health clinic, federally qualified health center or primary care clinic

Members may choose a care provider who meets the PCP requirements and performs PCP-type services within a rural health clinic (RHC) or federally qualified health center (FQHC) as their PCP.

- **Rural Health Clinic:** The RHC program helps increase access to primary care services for Medicaid and Medicare members in rural communities. RHCs can be public, nonprofit or for-profit health care facilities. They must be in rural, underserved areas.



### PCP checklist

- 
Verify eligibility and benefits on UHCprovider.com. Click “Sign In” in the top right corner to access the Provider Portal, or call Provider Services.
- 
Check the member’s ID card at the time of service. Verify member with photo identification.
- 
Get prior authorization from UnitedHealthcare Community Plan, if required. Visit UHCprovider.com/paan.
- 
Refer patients to UnitedHealthcare Community Plan participating specialists when needed.
- 
Identify and bill other insurance carriers when appropriate.
- 
Bill all services provided to a UnitedHealthcare Community Plan member either electronically or on a CMS 1500 claim form.

- **Federally Qualified Health Center:** An FQHC is a center or clinic that provides primary care and other services. These services include:
  - Preventive (wellness) health services from a PA, NP, social worker or other clinician.
  - Behavioral health services.
  - Immunizations (shots).
  - Home nurse visits.
- **Primary Care Clinic:** A PCC is a medical facility focusing on the initial treatment of medical ailments. In most cases, the conditions seen at the clinic are not serious or life threatening. If a condition is discovered at a PCC that may be dangerous, the PCC may refer the member to a specialist. Doctors at these clinics are usually internists, family physicians and pediatricians.

# Specialist responsibilities

In addition to applicable requirements for all care providers, specialists must:

- Contact the PCP to coordinate the care/services.
  - Provide specialty care medical services to UnitedHealthcare Community Plan members recommended by their PCP or who self-refer.
  - Verify the eligibility of the member before providing covered specialty care services.
  - Provide only those covered specialty care services, unless otherwise authorized.
  - Provide the PCP copies of all medical data, reports and discharge summaries resulting from the specialist's care.
  - Note all findings and recommendations in the member's medical record. Share this information in writing with the PCP.
  - Maintain staff privileges at one UnitedHealthcare Community Plan participating hospital at a minimum.
  - Report infectious diseases, lead toxicity and other conditions as required by state and local laws.
  - Comply with the Washington Access and Availability standards for scheduling routine visits. Appointment standards are covered in Chapter 2 of this manual.
  - Provide anytime coverage. PCPs and specialists serving in the PCP role must be available to members by phone 24 hours a day, seven days a week. Or they must have arrangements for phone coverage by another UnitedHealthcare Community Plan participating PCP or obstetrician. UnitedHealthcare Community Plan tracks and follows up on all instances of PCP or obstetrician unavailability.
  - Tell members about DSHS substance use disorder services, including a list of substance use disorder clinics and contact information located in the counties served by UnitedHealthcare Community Plan.
  - Advise enrollees on the availability of DSHS long-term care services including availability of home- and community-based services.
  - Take part in educational opportunities for PCPs, such as those produced by the Washington State Department of Health Collaborative, the Washington State Medical Association or the Washington State Hospital Association.
- Refer all pregnant members to the DSHS First Steps Maternity Support Services/Infant Case Management and the Healthy First Steps programs. If a pregnant member is identified as being at risk due to opioid use disorder, provide health education information about the effects of opioid use and the risks to both them and their infant(s).

Specialists may use medical residents in all specialty care settings under the supervision of fully credentialed UnitedHealthcare Community Plan specialty attending care providers.

UnitedHealthcare Community Plan also conducts periodic access surveys to monitor for after-hours access. PCPs and obstetricians serving in the PCP role must take part in all survey-related activities.

# Ancillary provider responsibilities

Ancillary providers include freestanding radiology, freestanding clinical labs, home health, hospice, dialysis, durable medical equipment, infusion care, therapy, ambulatory surgery centers, freestanding sleep centers and other non-care providers. PCPs and specialists must use the UnitedHealthcare Community Plan ancillary network.

UnitedHealthcare Community Plan participating ancillary providers should maintain sufficient facilities, equipment, and personnel to provide timely access to medically necessary covered services.



## Ancillary provider checklist



Verify the member's enrollment before rendering services. Sign in to the Provider Portal at [UHCprovider.com](https://UHCprovider.com) or contact Provider Services.



Check the member's ID card at the time of service. Verify against photo ID if this is your office practice.



Get prior authorization from UnitedHealthcare Community Plan, if required. Visit [UHCprovider.com/paan](https://UHCprovider.com/paan).



Identify and bill other insurance carriers when appropriate.

## Medicaid enrollment, non-billing care providers

You must have a signed Core Provider Agreement with the HCA, even if you do not bill the HCA for services. You may enroll with HCA as a “non-billing” care provider if you do not wish to serve fee-for-service Medicaid clients. However, you must have an active NPI number with the HCA. Not complying with this requirement will affect your credentialing.

You can access the application by:

- a. Using the HCA Apple Health IMC Provider Enrollment web link reviews instructions and required documents to register as a care provider with **ProviderOne**.
- b. Completing the enrollment application.
- c. Calling the HCA at 800-562-3022, ext. 16137 if you have questions.

All participating care providers must have a signed Core Provider Agreement on file with the HCA within 120 calendar days of contracting to serve Apple Health members.

# Chapter 3: Care Provider Office Procedures and Member Benefits

## Key contacts

Topic	Link	Phone Number
Member Benefits	<a href="https://UHCCommunityPlan.com/WA">UHCCommunityPlan.com/WA</a>	877-542-8997
Member Handbook	<a href="https://UHCCommunityplan.com/WA">UHCCommunityplan.com/WA</a> Go to Plan Details, then Member Resources, View Available Resources.	
Provider Services	<a href="https://UHCprovider.com">UHCprovider.com</a>	877-542-9231
Prior Authorization	<a href="https://UHCprovider.com/paan">UHCprovider.com/paan</a>	877-542-9231
DSNP	UHCprovider.com > Resources > Health Plans > Choose a Location > Washington > Medicare > <a href="#">Dual Complete Special Needs Plan</a>	877-542-9231



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

We help ensure each Apple Health IMC enrollee has a source of primary care right for their needs. This means we allow each new enrollee to choose a participating PCP and a behavioral health professional within our network. The members’ enrollment files will reflect their PCP if they have pre-selected theirs. American Indian/Alaska Native (AI/AN) enrollees may choose any Indian Health Care Provider (IHCP) enrolled with the HCA for primary care, behavioral health care, or other covered services.

Upon receipt of the enrollment roster from the HCA, we create an enrollment file. We auto-assign a PCP to members who have not pre-selected one or have chosen an inappropriate PCP. These assigned are based on the member’s language, age, gender identification and sex. In addition, we base decisions based on the following:

- If an enrollee was previously enrolled with us, we re-assign the previous PCP, if available.
- If there was no previous enrollment, we consider family members who were previously enrolled. We screen for appropriate assignments, such as not assigning a pediatrician if the member is an adult.
- We assign PCPs for all members based on urban distance standards of 10 mile radius and rural distance standards of 25 mile radius from the member’s home address.

- If the provider listed is not an actual care provider, the facility will be assigned.

All members will have a PCP assignment within 15 business days after coverage begins.

## Member benefit information

View member benefit coverage information online at [UHCCommunityPlan.com/WA](https://UHCCommunityPlan.com/WA). Or go to UHCprovider.com > [Eligibility](#) for more information.

## Behavioral Health Services Only membership

The Behavioral Health Services Only (BHSO) plan only covers mental health and substance use disorder (alcohol and drug treatment) services. Members may receive physical health services another way, such as Medicare, private health insurance, or Indian Health Centers. BHSO members will not have an assigned PCP with us and must follow their physical health carrier’s guidelines. They will still receive an ID card with no PCP listed.

## PCP panel roster

View the panel rosters electronically on the [UHCprovider.com](https://UHCprovider.com) application. The portal requires a unique user name and password combination to gain access.

Each month, PCP panel size is monitored by reviewing PCP to member ratio reports. When a PCP's panel approaches the max limit, it is removed from auto-assignment. The state requires PCPs to send notice when their panels reach 85% capacity. To update the PCP panel limits, send a written request.

Go to [UHCprovider.com](https://UHCprovider.com) and sign in. Then click on Community Care. The Community Care Roster has member contact information, clinical information to include HEDIS® measures/Gaps in Care, is in an Excel format with customizable field export options, and can be pulled at the individual practitioner or TIN level. You may also use Document Library for member contact information in a PDF at the individual practitioner level.

You may also find the Document Library user guide at [UHCprovider.com](https://UHCprovider.com) > Resources > UnitedHealthcare Provider Portal Resources > Document Library > [Self-Paced User Guide](#).

## Billing a member

You cannot bill a member for services unless the requirements in WAC 182-502-0160 "Billing a client" are met. In addition, the member must have agreed in writing to pay for them before the services were provided.

## Deductibles/copayments

Members do not have a deductible or copayments. Do not bill members for covered services. If you have questions about whether a service is covered or when to bill a member, please contact us.

## Medically necessary service

UnitedHealthcare Community Plan only pays for medically necessary services.

Medically necessary health care services or supplies are medically appropriate and:

- Necessary to meet members' basic health needs.
- Cost-efficient and appropriate for the covered services.

## Member assignment

### Assignment to UnitedHealthcare Community Plan

The HCA assigns eligible members to UnitedHealthcare Community Plan daily. We manage the member's care on the date the member is enrolled until the member is disenrolled from UnitedHealthcare Community Plan. The HCA makes disenrollment decisions, not us. Disenrollment usually takes effect at month's end, but at times may occur mid-month.

At enrollment time, each member receives a welcome packet that includes a copy of our Member Handbook. The handbook explains the member's health care rights and responsibilities through us.



Download a copy of the Member Handbook online at [UHCCommunityPlan.com/WA](https://UHCCommunityPlan.com/WA). Go to Plan Details, then Member Resources, View Available Resources.

### Earlier enrollment

Enrollment and disenrollment are transmitted electronically to UnitedHealthcare Community Plan on a daily basis. Members who become eligible within the month will be retroactively enrolled to the first of that month. For example, if a member became eligible for Medicaid April 10, 2020, the member's enrollment effective date will be April 1, 2020.

### Enrollment and recertification

Members with Apple Health Family or Apple Health for Adult members should go to [wahealthplanfinder.org](https://wahealthplanfinder.org) or call 855-WAFinder (855-923-4633). Members with Apple Health Blind & Disabled should go to [washingtonconnection.org](https://washingtonconnection.org), in person at their local Community Services Office (CSO). See [dshs.wa.gov](https://dshs.wa.gov) or call 877-501-2233. Washington Health Benefits Exchange list of in-person assisters, [wahbexchange.org/info-you/person-assisters](https://wahbexchange.org/info-you/person-assisters) can help members enroll and recertify so they don't lose coverage.



Members who need to recertify and active Medicaid members who want to switch to UnitedHealthcare Community Plan can also call us at 866-686-9323.

Enrollees have the right to change enrollment prospectively, from one Washington Apple Health plan to another without cause, each month.

Children with special health care needs may request an exemption from, or an end to enrollment in, managed care. This exemption aligns with the Medicaid state plan and federal regulation (42 C.F.R. 438.50 (d)(3)).

### Member in a facility at enrollment

If a member was admitted to a hospital the same month enrollment occurs, we are responsible for the admission and all related services. The exception is if the member is SSI Blind/Disabled and admitted to a CPE hospital. In this case, HCA is responsible for the inpatient claim, and we are responsible for professional services and management of the authorization requirements.

If a member is admitted to a skilled nursing or nursing facility the same month enrollment occurs, we are responsible for the admission and related services until the enrollee no longer meets rehabilitation or skilled level of care criteria. If we deny the inpatient stay authorization, please refer to the Appeals process in the Claim Reconsiderations, Appeals and Grievance section of this manual.

If the member admitted to a nursing facility is the responsibility of DSHS, we are responsible for all other services, except for room and board in the nursing facility, that are medically necessary and required to meet the client's needs. This includes professional services, specialty beds, and specialty wheelchairs. We are responsible for management of the authorization requirements for these services.

### Member in hospice at enrollment

If a member changes Apple Health MCOs, and the change becomes effective while the member is receiving hospice services, the Apple Health MCO the member was enrolled with on the date of hospice admission pays all covered hospice services regardless of place of service. This responsibility continues until the date the member no longer meets criteria for hospice or is discharged from hospice. The Apple Health MCO receiving the member coordinates discharge and helps ensure continuity of services.

### Immediate enrollment changes

Immediate enrollment into managed care means the responsible payer for members, including newborns, may change from Fee for Service (FFS) to Medicaid Managed Care during hospitalization. To avoid delays in claims processing and payment, have the payer assignment of newborns checked daily.



Get eligibility information by calling [Provider Services](#).

### Unborn enrollment changes

Encourage members to notify the HCA when they know they are expecting. The HCA notifies Managed Care Organizations (MCOs) daily of unborn children when Apple Health learns a woman associated with the MCO is expecting. The MCO or you may use the online change report through the Washington website to report the baby's birth. With that information, the HCA verifies the birth through the mother. The MCO and/or the care provider's information is taken as a lead. To help speed up the process, the mother should notify the HCA when the baby is born. Until the baby has been assigned their own UnitedHealthcare Community Plan subscriber number, submit claims using the mother's subscriber number or state-issued ProviderOne ID number.

If the newborn does not receive a separate client identifier from the HCA, the newborn enrollment will be only available through the end of the month in which the first 21 days of life occur.

- Retrospectively for the months in which the first 21 days of life occur, effective when the newborn is reported to the HCA.
- If the mother's enrollment ends before the newborn receives a separate client identifier from the HCA, the newborn's enrollment ends the last day of the month in which the 21st day of life occur or when the mother's enrollment ends, whichever is sooner.
- A newborn and their mother, who Apple Health nor other comparable programs cover, is eligible for Apple Health Medicaid before discharge from their initial birth hospitalization will be enrolled based on HCA enrollment rules. We pay the hospital costs for the newborn starting from the month of enrollment.

- A newborn whose mother, who is receiving services FFS when the baby is born, will be enrolled in AHMC and assigned to an MCO according to system rules (Early Enrollment).

### Foster care, adoption support and alumni

- Medicaid-eligible enrollees placed in foster care will be enrolled in Apple Health Integrated Foster Care (AH-IFC) effective the first of the month of the state's Department of Children, Youth and Families (DCYF) Foster Care Placement.
- Adoption Support and Alumni enrollees will be placed in AH-IFC starting the first day of the current month if both the date of initial Medicaid eligibility and the managed care enrollment take place in the current month.
- If the mother is enrolled in AH-IMC when their baby is born, and the newborn is placed in foster care during the month of birth, they are enrolled in the mother's AH-IMC MCO for the month of birth. The newborn will be enrolled in AH-IFC effective the first of the month following placement. The AH-IMC MCO pays hospital costs until the newborn is discharged from the birth hospitalization.
- If a newborn's mother is receiving FFS when the baby is born, and the newborn is placed in foster care during the month of birth, they will be enrolled in AH-IMC and assigned to an MCO based on system rules ("Early Enrollment"). The newborn will be enrolled in AH-IFC effective the first of the month that follows placement.
- If a newborn's mother is not covered by Apple Health or any comparable coverage, and the newborn is placed in foster care before discharge from their initial birth hospitalization, the baby will be enrolled in AH-IFC on the first of the month of placement.
- If the newborn does not receive a separate client identifier from HCA, their enrollment will only be available through the end of the month the first 21 days of life occur.
- If the mother is disenrolled before the newborn receives a separate client identifier, the newborn's coverage ends when the mother's coverage ends.
- A newborn whose mother is enrolled in AH-IFC, with whom the newborn remains after birth, is automatically enrolled in the AH-IFC contractor's AH-IMC program, if available in the service area.

Coverage begins on the newborn's date of birth, or the mother's date of enrollment, whichever is sooner.

- A newborn whose mother is enrolled in AH-IFC but is placed in foster care at birth is enrolled in AH-IFC.
- If a child is enrolled in AH-IFC during the month of inpatient admission, the AH-IFC MCO is responsible for payment. This responsibility continues from the date of admission until: the child either:
  - No longer meets criteria for the rehabilitative or skilled benefit.
    - Is discharged from a facility to home or a community residential setting.
    - Readmitted to an inpatient or observation hospital stay.
- When a child is enrolled in AH-IFC, the party responsible for payment pays until the date the child is enrolled in AH-IFC. The party responsible for payment remains responsible for medical necessity determinations and service authorizations.

Members need to report a newborn's birth by logging into their Washington Healthplanfinder account, enrolling online at [wahealthplanfinder.org](http://wahealthplanfinder.org), and selecting the "Report a Change in Income or Household" link.

### Newborns not assigned a UnitedHealthcare ID number

Until the baby has been assigned their own UnitedHealthcare Community Plan subscriber number, submit claims using the mother's subscriber number or state-issued ProviderOne ID number.

### PCP selection

Although unborn children cannot be enrolled with an MCO until birth, ask members to select and contact a PCP for their baby prior to delivery. This helps avoid delays that can occur with deferred PCP selections.



Members can go to [myuhc.com/communityplan](http://myuhc.com/communityplan) to look up a care provider.

### Enrollment termination

Members may submit to the HCA a written request to terminate enrollment or call the HCA. Blind and disabled members requesting disenrollment should call DSHS at 877-501-2233 or visit [washingtonconnection.org](http://www.washingtonconnection.org).

Other members should call Apple Health Customer Service at 800-562-3022 to cancel/terminate Medicaid coverage. Hearing or speech impaired members should call TTY: 711.

### Member in a facility at enrollment termination

When a member is hospitalized or in another inpatient facility at termination of enrollment, we are responsible for payment until the member is discharged to the home or a community residential setting or their Medicaid eligibility ends. This includes behavioral health residential treatment facilities or a lower level of care.

When a member changes Apple Health MCOs, and the change becomes effective during an inpatient admission, the MCO the enrollee was enrolled with on the date of admission is responsible for payment of all covered inpatient facility and professional services. This responsibility continues until the date the member no longer meets criteria for the rehabilitative or skilled criteria applicable to the skilled nursing facility setting, or they are discharged from a facility to a home or community residential setting. This includes behavioral health residential treatment facilities or a lower level of care.

## Member eligibility

UnitedHealthcare Community Plan serves members enrolled with the Washington Apple Health program. An individual who becomes eligible for the Washington HCA program either chooses or is assigned to one of the HCA-contracted health plans. This means the HCA determines eligibility for the Washington Apple Health Program, not the plan. To determine eligibility, use the State ProviderOne website [waproviderone.org](http://www.waproviderone.org).

## Member ID card

Check the member’s ID card at each visit, and copy both sides for your files. Verify the identity of the person presenting the ID card against some form of photo ID, such as a driver’s license, if this is your office practice.



If a fraud, waste and abuse event arises from a care provider or a member, file a report at [uhc.com/fraud](http://uhc.com/fraud). Or call the [Fraud, Waste, and Abuse Hotline](tel:8005623022).

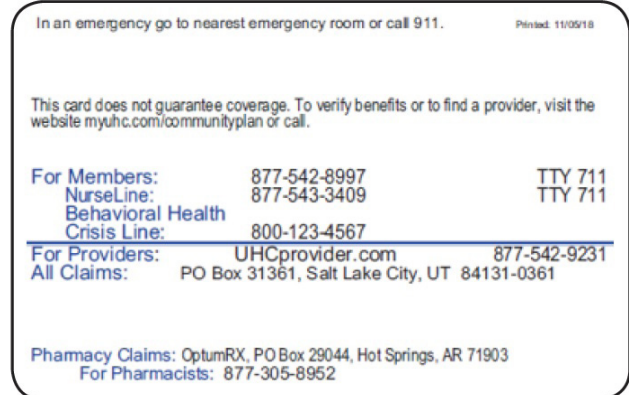
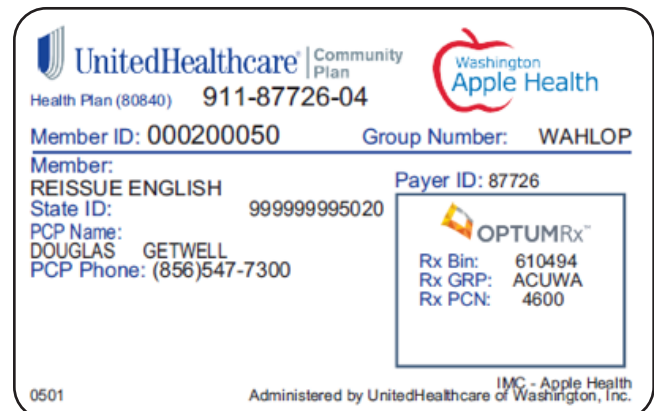
The member’s ID card also shows the PCP assignment on the front of the card. If a member does not bring their card, call Provider Services. Also document the call in the member’s chart.

### Member identification numbers

Each member receives a nine-digit UnitedHealthcare Community Plan member ID number. Use this number to communicate with UnitedHealthcare Community Plan about a specific subscriber/member. The Washington Medicaid Number is also on the ProviderOne services card.

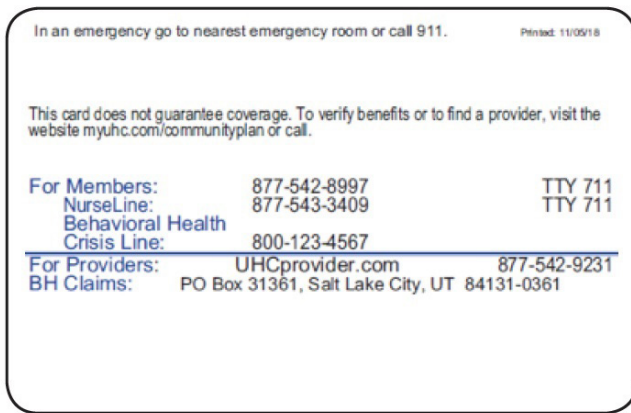
### Sample Member ID cards

#### Apple Health Integrated Managed Care ID card sample





**Behavioral Health Services Only  
ID card sample**



2. We prepare a summary within 10 business days of the request. We try to contact the member and resolve the issue to develop a satisfactory PCP-member relationship.
3. If the member and UnitedHealthcare Community Plan cannot resolve the PCP-member issue, we work with the member to find another PCP. We refer the member to care management, if necessary.
4. If UnitedHealthcare Community Plan cannot reach the member by phone, the health plan sends a letter (and a copy to the PCP) stating they have five business days to contact us to select a new PCP. If they do not choose a PCP, we will choose one for them. A new ID card will be sent to the member with the new PCP information.

## Verifying member enrollment

Verify member eligibility prior to providing services. Determine eligibility in the following ways:

- Provider Portal: access the portal through [UHCprovider.com/eligibility](http://UHCprovider.com/eligibility)
- **Provider Services** is available from 7 a.m. - 5 p.m. Central Time, Monday through Friday
- [waproviderone.org](http://waproviderone.org)

To verify enrollee coordination of benefits, please verify with UnitedHealthcare, not ProviderOne.

## PCP-initiated transfers

A PCP may transfer a UnitedHealthcare Community Plan member due to an inability to start or maintain a professional relationship or if the member is non-compliant. The PCP must provide care for the member until a transfer is complete.

1. To transfer the member, contact UnitedHealthcare Community Plan by mail with the specific events documentation. Documentation includes the dates of failed appointments or a detailed account of reasons for termination request, member name, date of birth, Medicaid number, current address, current phone number and the care provider’s name.

Mailing address:

**UnitedHealthcare Community Plan**  
Attn: Health Plan Operations  
17930 International Blvd, Suite 1000  
SeaTac, WA 98188

## UnitedHealthcare Dual Complete (DSNP)

DSNP is a Medicare Advantage plan for members who qualify for both Medicare and Medicaid.

For general information about DSNP, go to [uhc.com](http://uhc.com) > Insurance Plans > Medicaid > [Dual Eligible Special Needs Plans \(D-SNP\)](#).

For information about UnitedHealthcare Dual Complete, please see the Medicare Products chapter of the Administrative Guide for Commercial, Medicare Advantage and DSNP. For state-specific information, go to [UHCprovider.com](http://UHCprovider.com) > Resources > Health Plans > Choose Your Location > Washington > Medicare > [Dual Complete Special Needs Plan](#).

# Chapter 4: Medical Management

## Key contacts

Topic	Link	Phone Number
Referrals	<a href="https://uhcprovider.com">UHCprovider.com</a> > <a href="#">Referrals</a>	877-542-9231
Prior Authorization	<a href="https://uhcprovider.com/paan">UHCprovider.com/paan</a>	877-542-9231
Oncology Prior Authorization	<a href="https://uhcprovider.com">UHCprovider.com</a> > Prior Authorization > <a href="#">Oncology</a>	888-397-8129
Applied Behavioral Analysis (ABA) Support Line		866-456-5376
Healthy First Steps	<a href="https://uhhealthyfirststeps.com">uhhealthyfirststeps.com</a>	800-599-5985
Pharmacy	<a href="https://professionals.optumrx.com">professionals.optumrx.com</a>	877-542-9231
Dental	<a href="https://hca.wa.gov">hca.wa.gov</a> > Health care services and supports > Apple Health (Medicaid) coverage > Benefits & services > <a href="#">Dental services</a>	800-562-3022



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

Medical management improves the quality and outcome of health care delivery. We offer the following services as part of our medical management process.

## Ambulance services

### Air ambulance and emergency ambulance transportation

All emergent and non-emergent air and land ambulance services are handled by the HCA.

### Non-emergent ambulance transportation

HCA pays for transportation services to get members to and from needed non-emergency health care appointments. Call the transportation service provider (broker) in the member’s area. The regional broker will arrange the most appropriate, least costly transportation for the member.

A list of brokers can be found at [hca.wa.gov](https://hca.wa.gov).

## Applied behavioral analysis

Applied behavioral analysis (ABA) may help members improve core symptoms associated with autism spectrum disorders or other developmental disabilities. ABA benefits support learning and assist with the development of social, behavior, adaptive, motor, vocational, and cognitive skills.

These services include:

- Assessments/treatment planning when provided by a board-certified behavior analyst (BCBA), limited to three per year per care provider.
- ABA therapy services when provided by a recognized Center of Excellence (COE).

Please refer members who may need assistance with obtaining ABA services and care coordination to our dedicated ABA Support Line at 866-456-5376.

Two types of care providers may apply to provide ABA therapy services: Lead behavior analysis therapists (LBATs) and therapy assistants (TAs). These care providers must have a signed Core Provider Agreement with the HCA.

# Cardiology

We use the prior authorization process to help support compliance with evidence-based and professional society guidance for cardiology procedures.

You must obtain prior authorization for the following cardiology procedures:

- Diagnostic catheterizations
- Electrophysiology implant procedures (including inpatient)
- Echocardiograms
- Stress echocardiograms

Cardiology procedures do not require prior authorization if performed in the following places of service:

- ER
- Observation unit
- Urgent care
- Inpatient stay (except for electrophysiology implants).

If you do not complete the entire prior authorization process before performing the procedure, we will reduce or deny the claim. Do not bill the member for claims we deny for this reason.

Request prior authorization online or by phone:

- Online: [UHCprovider.com/cardiology](https://uhcprovider.com/cardiology) > Prior Authorization and Notification Tool
- Phone: 866-889-8054 from 7 a.m. - 7 p.m., Monday through Friday.

Make sure the medical record is available.

For the most current list of CPT codes that require prior authorization, a prior authorization crosswalk, and/or the evidence-based clinical guidelines, go to [UHCprovider.com/cardiology](https://uhcprovider.com/cardiology) > Specific Cardiology Programs.

## Children's health care coordination

For children who require behavioral health treatment, UnitedHealthcare Community Plan shall, as necessary:

- Coordinate treatment and appropriate care based on the child's assessed needs, whether the referral occurred through primary care, school-based services, or another provider.
- Follow up to help ensure an appointment has been secured.

- Coordinate with the care provider to develop a treatment plan, including medications management.

### Partnership Access Line

The Partnership Access Line (PAL) is a phone-based child mental health consultation system funded by the state legislature. PAL employs child psychiatrists, child psychologists, and social workers affiliated with Seattle Children's Hospital to deliver its consultation services. The PAL team is available to any PCP throughout Washington.

You may also use the Referral Assist Line at Seattle Children's Hospital. With this new resource, PCPs may talk to a psychiatrist or a social worker about the mental health services a child may need. A social worker reaches out to the family to help find service referrals. Call 866-599-7257 between 8 a.m. and 5 p.m. Pacific Time (PT) for help with a child mental health concern.

PAL for Moms (Perinatal Psychiatry Consultation Line) is another phone consultation service. Like PAL, the call is free for Washington care providers who care for women with mental health needs during and after pregnancy. Perinatal psychiatrists can respond within 24 hours. Call 206-685-2924 Monday through Friday from 3-5 p.m. PT.



PAL provides even more educational opportunities for PCPs. Visit [seattlechildrens.org/pal](https://seattlechildrens.org/pal) for information.

## Collaborative Care

We cover Collaborative Care, Behavioral Health Integration and Primary Care codes per the HCA with no limitations or barriers by care provider type or place of service. Exceptions are driven by CPT or correct coding initiatives.

### Bree Collaborative

Dr. Robert Bree's group, the Bree Collaborative, identifies and recommends evidence-based strategies that improve quality of care and health outcomes through integrated health care. One of the collaborative's lead focuses is incorporating behavioral health care into primary care. This practice has been shown to raise the delivery of best practice treatment and be a cost-effective model of care.

The group created the Bree Collaborative Model, which uses evidence-based models of assessment and eight elements to define a minimum standard that promotes integrated care. Washington State has adopted the model's eight elements to help bridge evidence-based management and integrated care services. These elements, with specified criteria, focus integrated, holistic care delivery on the member. These elements are:

1. Integrated care team
2. Patient access to behavioral health as a routine part of care
3. Accessibility and sharing of patient information
4. Practice access to psychiatric services
5. Operational systems and workflows to support population-based care
6. Evidence-based treatments
7. Patient involvement in care
8. Data for quality improvement

For more criteria, or to engage the Bree Collaborative, review the document at [breecollaborative.org](https://www.breecollaborative.org).

### Care advocacy

The Behavioral Health Care Advocacy Center (CAC) focuses on activities that affect Medicaid members' stabilization and recovery. It also encourages members to be more involved in their care. This approach consists of targeted interventions that identify members who may be at risk and leverage UnitedHealthcare Community Plan resources, such as a care advocate. Care advocacy activities may include:

- Emphasizing the integration of medical and behavioral care by promoting communication among all treating care providers involved in members' care.
- Helping ensure members being discharged from facility-based care have apt discharge plans, can understand them and can access recommended services.
- Reaching out to care providers to discuss at-risk members' care.
- Connecting with members to educate, evaluate risk, support informed decision-making and offer help.
- Offering clinical consultations with medical staff.

The UnitedHealthcare Care Advocacy Center in Washington is open Monday through Friday from 8 a.m. to 5 p.m. Central Time. The center is staffed at all times

to discuss urgent and emergent situations (such as potential inpatient admissions). They also help handle members in crisis or any answer questions about the care advocacy process.

## Dementia care planning

UnitedHealthcare Community Plan allows E&M Procedure Code 99483 Comprehensive Assessment and Care Planning for enrollees with cognitive impairment at the following frequencies:

- 1 visit every 180 days
- Face-to-face visits up to 50 minutes, either in-person or audio/visual encounters

Physicians, PAs, NPs, clinical nurse specialists and certified nurse midwives can bill under this code.

Refer to the comprehensive assessment and care planning for persons living with cognitive impairment (CPT® code 99483) in the [HCA Physician-related/Professional Services Billing Guide](#).

## Dental services

We cover institutional and professional care and treatment of a dental condition or oral services in inpatient, outpatient, urgent care, ER, office settings and ambulatory surgical centers. We cover fluoride varnish for members of all ages, by a medical provider regardless of provider ABCD certification.



Go to [hca.wa.gov](https://hca.wa.gov) > Health care services and supports > Apple Health (Medicaid) coverage > Benefits & services > [Dental services](#) for more information.

We do not cover services rendered by dentists or for claims billed with a CDT (dental code). For CDT coverage and authorizations, please contact the HCA at [hca.wa.gov/contact-hca](https://hca.wa.gov/contact-hca).

For more details, or to find a medical professional, go to [UHCprovider.com](https://UHCprovider.com).

### Access to Baby and Child Dentistry program

We provide access to Mouth Matters, the medical extension of the ABCD program for children age 5

and younger and for children 0 through age 12 with a disability, as defined by HCA. This program includes:

- Oral health evaluation (99499)
- Family oral health education (99429)
- Fluoride varnish (99188)

## Department of Children, Youth and Families

The DCYF is Washington's public child welfare agency. The agency works with children and families to identify their needs and develop a plan for services that support families and assure children's well-being. These services help reduce the risk of abuse, find safe alternatives to out-of-home placement, and assure safety for children in out-of-home care. Services include child safety and protection, foster parenting, and adoption. For more information, visit [dcyf.wa.gov](http://dcyf.wa.gov).

## Developmental disabilities administration services

Find a list of the administration's programs at [dshs.wa.gov](http://dshs.wa.gov).

## Durable medical equipment

Durable medical equipment (DME) provides therapeutic benefits to a patient because of certain medical conditions. DME consists of items which are:

- Primarily used to serve a medical purpose.
- Not useful to a person in the absence of illness, disability, or injury.
- Ordered or prescribed by a care provider.
- Reusable.
- Repeatedly used.
- Appropriate for home use.
- Medically necessary.

### **DME may be covered when it does all of the following:**

- Provides therapeutic benefit because of certain medical conditions and/or illnesses.
- Is prescribed by a licensed provider.
- Does not serve primarily as a comfort or convenience item.

- Does not have significant non-medical uses (e.g., environmental control equipment, air conditioners, air filters, humidifiers).

### **DME and services are not covered when it:**

- Has add-ons or upgrades intended for convenience or upgrades beyond what is medically necessary. Examples include decorative items, unique materials (e.g. magnesium wheelchair wheels, lights, extra batteries).
- Does not provide a therapeutic benefit to a patient because of certain medical conditions.
- Has not been prescribed by a licensed provider.
- Serves as a comfort or convenience item (e.g., trays, back packs, wheelchair racing equipment).
- Is used in a facility expected to provide patients with such items.
- Enhances the environmental setting (e.g., air conditioners, humidifiers, air filters, portable Jacuzzi pumps, chair lifts used to go up and down the stairs). Equipment delivery services and setup, education and training for patient and family, and nursing visits are not eligible for separate reimbursement regardless of agreement to rent or purchase.
- Has add-ons or upgrades intended for member/caregiver convenience or that do not significantly enhance DME functionality.

## Emergency/urgent care services

Emergency services do not require prior authorization.

While UnitedHealthcare Community Plan covers emergency services, we ask that you tell members about appropriate ER use. A PCP should treat non-emergency services such as sprains/strains, stomachaches, earaches, fevers, coughs, colds and sore throats.

Covered services include:

- Hospital emergency department room, ancillary and provider service by in and out-of-network care providers.
- Medical examination.
- Stabilization services.
- Access to designated Level I and Level II trauma centers or hospitals meeting the same levels of care for emergency services.
- Emergency ground and air transportation.
- Emergency dental services.



We pay out-of-network care providers for emergency services at the current program rates at the time of service. We try to negotiate acceptable payment rates with out-of-network care providers for covered post-stabilization care services for which we must pay.

### Emergency room care

For an emergency, the member should seek immediate care at the closest ER. If the member needs help getting to the ER, they may call 911. No referral is needed. Members have been told to call their PCP as soon as possible after receiving emergency care. They pay no out-of-pocket cost for ER or emergency ambulance services.

Before they are treated, UnitedHealthcare Community Plan members who visit an ER are screened to determine whether they have a medical emergency. Prior authorization is not required for the medical screening. UnitedHealthcare Community Plan covers these services regardless of the emergency care provider's relationship with UnitedHealthcare Community Plan.

After the member has received emergency care, the hospital must seek approval within one hour for pre-approval for more care to make sure the member remains stable. If the hospital needs to appeal the decision or if does not receive a decision within one hour and/or they need to speak with a peer (medical director), call 800-599-5985. The treating care provider may continue with care until the health plan's medical professional is reached, or when one of these guidelines is met:

- A plan care provider with privileges at the treating hospital takes over the member's care.
- A plan care provider takes over the member's care by sending them to another place of service.
- An MCO representative and the treating care provider reach an agreement about the member's care.
- The member is released.

Depending on the need, the member may be treated in the ER, in an inpatient hospital room, or in another setting. This is called Post Stabilization Services. Members do not pay for these services. This applies whether the member receives emergency services in or outside their service area.

### Urgent care (non-emergent)

Urgent care services are covered.



For a list of urgent care centers, go to [connect.werally.com](https://connect.werally.com) > Medical Directory > Medicaid Plans > Washington > Apple Health IMC > Clinics.

## Emergency care resulting in admissions

Prior authorization is not required for emergency services.

Nurses in the Health Services Department review emergency admissions within one business day of notification.



Deliver emergency care without delay. Notify UnitedHealthcare Community Plan about admission within 24 hours, unless otherwise indicated. Use the EDI 278N transaction, the Prior Authorization and Notification tool on [UHCprovider.com/paan](https://UHCprovider.com/paan), or call Provider Services.

UnitedHealthcare Community Plan uses evidence-based, nationally accredited, clinical criteria for determinations of appropriateness of care. UnitedHealthcare Community Plan does not reward for denials.



The criteria are available in writing upon request or by calling [Provider Services](#).

If a member meets an acute inpatient level of stay, admission starts at the time you write the order.

If issues with quality of care, discharge planning, or follow-up occurred but cannot be reasonably considered the cause of the readmission, payment cannot be denied.

This policy applies only to hospital fees for inpatient admissions. This policy applies to medically necessary admissions. Critical access hospitals are excluded from denial of payment under this policy.

### Family planning

Family planning services are preventive health, medical, counseling and educational services that help members manage their fertility and achieve the best reproductive and general health. UnitedHealthcare Community Plan members may access these services without a referral. They may also seek family planning services at the care provider of their choice. The following services are included:

- Annual gynecological examination
- Annual pap smear
- Contraceptive supplies, devices and medications for specific treatment
- Contraceptive counseling
- Laboratory services

Blood tests to determine paternity are covered **only** when the claim indicates tests were necessary for legal support in court.

Non-covered items include:

- Reversal of voluntary sterilization
  - Hysterectomies for sterilization
  - In-vitro fertilization, including:
    - GIFT (Gamete intrafallopian transfer)
    - ZIFT (zygote intrafallopian transfer)
    - Embryo transport
  - Infertility services, if given to achieve pregnancy
- Note:** Diagnosis of infertility is covered. Treatment is not.

#### Parenting/child birth education programs

- Child birth education is covered.
- Parenting education is not covered.

#### Voluntary sterilization

In-network treatment with consent is covered. The member needs to give consent 30 days before surgery, be mentally competent and be at least 21 years old at the time of consent for:

- Tubal ligation
- Vasectomy

Out-of-network services require prior authorization.

Federal regulations prohibit payment for sterilization procedures until a properly completed Sterilization

Consent form HHS-687 is received. View the Sterilization Procedures section for more information.

### Care coordination/ health education

Our care coordination program is led by our qualified, full-time care coordinators. You are encouraged to collaborate with us to ensure care coordination services are provided to members. This program is a proactive approach to help members manage specific conditions and support them as they take responsibility for their health.

The program goals are to:

- Provide members with information to manage their condition and live a healthy lifestyle
- Improve the quality of care, quality of life and health outcomes of members
- Help individuals understand and actively participate in the management of their condition, adherence to treatment plans, including medications and self-monitoring
- Reduce unnecessary hospital admissions and ER visits
- Promote care coordination by collaborating with providers to improve member outcomes
- Prevent disease progression and illnesses related to poorly managed disease processes
- Support member empowerment and informed decision making
- Effectively manage their condition and co-morbidities, including depression, cognitive deficits, physical limitations, health behaviors and psychosocial issues

Our program makes available population-based, condition-specific health education materials, websites, interactive mobile apps and newsletters that include recommended routine appointment frequency, necessary testing, monitoring and self-care. We send health education materials, based upon evidence-based guidelines or standards of care, directly to members that address topics that help members manage their condition. Our program provides personalized support to members in case management. The case manager collaborates with the member to identify educational opportunities, provides the appropriate health education and monitors the member's progress toward management of the condition targeted by the care coordination program.

Programs are based upon the findings from our Health Education, Cultural and Linguistic Group Needs Assessment (GNA) and will identify the health education, cultural and linguistic needs.

### Facility admission notification requirements

Facilities are responsible for admission notification for the following inpatient admissions (even if an advanced notification was provided prior to the actual admission date):

- Planned/elective admissions for acute care
- Unplanned admissions for acute care
- Skilled nursing facility (SNF) admissions
- Admissions following outpatient surgery
- Admissions following observation

### Health Home program

Our Health Home program is managed in partnership with the Washington state HCA. Health Home provides community-based intensive care coordination and comprehensive care management to improve health outcomes and reduce service costs for some of Washington’s highest-need individuals. Washington Health Home helps improve coordination of care, quality, and increase individual participation in their own care. The program reduces Medicaid inpatient hospital admissions, avoidable ER visits, inpatient psychiatric admissions, and the need for nursing home admissions. We work with area hospitals in providing transitional care services to members enrolled in Health Home. Hospitals and care providers may refer individuals to us for potential Health Home enrollment. Health Home eligibility is determined by HCA. The program provides services beyond those typically offered by care providers, including but not limited to:

- Comprehensive care management
- Care coordination and health promotion,
- Individual and family support
- Referral to community services



For more information about Health Home, call [Provider Services](#).

### Health Risk Assessment

The Health Risk Assessment and our predictive modeling and stratification system are the primary tools for identifying members for the care management program.

The Health Risk Assessment is an initial assessment tool used for new and existing members to identify a member’s health risks. Based on the member’s responses, the tool assigns a score that corresponds to a level.

These levels are as follows:

- Level 1: Low-risk members who are typically healthy, stable or only have one medical condition that is well managed.
- Level 2: Moderate-risk members who may have a severe single condition, or multiple conditions issues across multiple domains of care management.
- Level 3: High-risk members who are medically fragile, have multiple co-morbidities and need complex care management.



Find out more on [UHCprovider.com](https://UHCprovider.com).

### Hearing services

The following devices and supplies are covered for all members, regardless of age: monaural and binaural hearing aids, including fitting, follow-up care, batteries and repair.

The following devices and supplies are covered for members age 20 and younger: bilateral cochlear implants, including implants, parts, accessories, batteries, charges and repairs; bone anchored hearing aids (BAHA), including BAHA devices (both surgically implanted and soft band headbands), replacement parts and batteries.

Members age 20 and older may get new hearing aids if they meet certain criteria. They cannot get new cochlear implants, but they can have repairs to the implants or BAHAs they already have.

### Hospice

UnitedHealthcare Community Plan provides in-home hospice and short-stay inpatient hospice. These services require prior authorization.



### Home hospice

UnitedHealthcare Community Plan covers benefits for routine home care every day the member is at home, under hospice and not receiving continuous home care. We cover care provider hospice at the member's home during a medical crisis. A medical crisis is when a member requires continuous nursing care to manage symptoms.

### Respite hospice

Inpatient hospital or nursing facility respite care is covered for the hospice care provider each day the member is in an inpatient facility and receiving respite care. Hospice inpatient respite care is short-term inpatient care provided to the member when necessary to relieve the caregiver. Hospice inpatient respite care is restricted to five days per month. This includes the day of admission but not the day of discharge.

### Inpatient hospice

Inpatient care is covered during a sudden medical crisis. General inpatient care may be necessary for pain control or acute/chronic symptom management not provided in any other setting. Inpatient hospice care includes a hospital or an in-network hospice inpatient facility that meets the hospice standards for staffing and member care. Inpatient care is short-term and restricted to 10 days per month.

Members receiving inpatient hospice services through a residential facility are not covered under Managed Medicaid. Apple Health covers residential inpatient hospice services. Apple Health will cover hospice care provider benefits for both the hospice services provided and the facility residential services.

## Laboratory

Use UnitedHealthcare Community Plan in-network laboratory when referring members for lab services not covered in the office. Medically necessary laboratory services ordered by a PCP, other care providers or dentist in one of these laboratories do not require prior authorization except as noted on our prior authorization list. For more information on our in-network labs, go to [UHCprovider.com](https://UHCprovider.com) > Our Network > [Find a Provider](#).

When submitting claims, have a Clinical Laboratory Improvement Amendment number (CLIA #). Otherwise, claims will deny. CLIA standards are national and not Medicaid-exclusive. CLIA applies to all providers rendering clinical laboratory and certain other diagnostic services.

See the Billing and Submission chapter for more information.

## Maternity/pregnancy/ well-child care

### Perinatal behavioral health support

Perinatal Support Washington offers perinatal mental health resources to care providers and families who need emotional support. Find details at [perinatalsupport.org](https://perinatalsupport.org) or call 888-404-7763.

The Perinatal Psychiatry Consultation line offers care providers treating women with mental health needs during pregnancy and postpartum a phone consultation with a faculty members in the UW Department of Psychiatry and Behavioral Sciences with expertise in perinatal mental health. Call 206-685-2924 and leave a message with name and phone number. Calls are returned on weekdays from 3 p.m. -5 p.m., usually within one business day.

### Pregnancy notification risk screening

Notify UnitedHealthcare Community Plan immediately of a member's confirmed pregnancy to help ensure appropriate follow-up and coordination by the Healthy First Steps (HFS) program. This program supports you in caring for UnitedHealthcare Community Plan patients during the perinatal and postpartum period with a goal of better outcomes for mothers and babies. HFS supports pregnant members with community resources, appropriate referrals and incentives for attending appointments.



Access the digital Pregnancy Risk Assessment form on [UHCprovider.com](https://UHCprovider.com).

You may also call Healthy First Steps at 800-599-5985 or fax the notification form to 877-353-6913.

### HFS - Maternal care model

The HFS-Maternal care model strives to:

- Increase early identification of expectant mothers and facilitate case management enrollment.
- Assess the member's risk level and provide member-specific needs that support the care provider's plan of care (POC).
- Help members understand the importance of early and ongoing prenatal care and direct them to receiving it.
- Multidisciplinary support for pregnant members to overcome social and psychological barriers to prenatal care.
- Increase the member's understanding of pregnancy and newborn care.
- Encourage pregnancy and lifestyle self-management and informed health care decision-making.
- Encourage appropriate pregnancy, postpartum and infant care provider visits.
- Foster a care provider-member collaboration before and after delivery as well as for non-emergent settings.
- Encourage members to stop smoking with our Quit for Life tobacco program.
- Help identify and build the mother's support system including referrals to community resources and pregnancy support programs.
- Program staff act as a liaison between members, care providers, and UnitedHealthcare Community Plan for care coordination.

### Pregnancy/maternity

Bill the initial pregnancy visit as a separate office visit.

Billing the initial prenatal care visit helps us engage members in early access to care coordination and case management for your high-risk patients. Our team of maternity nurses and professionals are available to support your patients. The sooner we're aware of their pregnancies, the more assistance we can provide, which will give your patients and their babies the best chance for healthy outcomes. For more information on UnitedHealthcare maternity support programs, call 800-599-5985.

The Washington State Health Care Authority (HCA) requires valid and complete HCPCS codes for all prenatal services. For all pregnant members on the first

prenatal visit, use the following HCPCS and ICD codes on all paper and electronic claims:

- Use HCPCS 0500F with ICD diagnosis codes Z33.1, Z34.00, Z34.80 or Z34.90.

For more information on billing codes, please see the Washington State HCA Physician-Related Services/Health Care Professional Services guide at [hca.wa.gov](http://hca.wa.gov).

You may bill global days if the mother has been a UnitedHealthcare Community Plan member for three or more consecutive months or had seven or more prenatal visits.

Medicaid does not consider ultrasounds medically necessary if they are done only to determine the fetal sex or provide parents with a photograph of the fetus. We allow the first three obstetrical ultrasounds per pregnancy. The fourth and subsequent obstetrical ultrasound procedures will only be allowed for identified high-risk members. High-risk member claims must include the corresponding diagnosis code.

Pregnant UnitedHealthcare Community Plan members should receive care from UnitedHealthcare Community Plan care providers only. UnitedHealthcare Community Plan considers exceptions to this policy if:

1. the member was in their second or third trimester of pregnancy when they became a UnitedHealthcare Community Plan member, and
2. if they have an established relationship with a non-participating obstetrician.

UnitedHealthcare Community Plan must approve all out-of-plan maternity care.

A UnitedHealthcare Community Plan member does not need a referral from their PCP for OB/GYN care. Perinatal home care services are available for UnitedHealthcare Community Plan members when medically necessary.

### Maternity admissions

All maternity admissions require notification. Days in excess of 48 hours for vaginal deliveries and 96 hours for C-section require clinical information and medical necessity review.



Submit maternity admission notification by using the EDI 278N transaction, the online Prior Authorization and Notification tool at [UHCprovider.com/paan](http://UHCprovider.com/paan) or by calling Provider Services.

To notify UnitedHealthcare Community Plan of deliveries:

- Go to [UHCprovider.com/paan](https://UHCprovider.com/paan).
- Call Provider Services.

Provide the following information within one business day of the admission:

- Date of admission.
- Member's name and Medicaid ID number.
- Obstetrician's name, phone number, care provider ID.
- Facility name (care provider ID).
- Vaginal or cesarean delivery.

If available at time of notification, provide the following birth data:

- Date of delivery.
- Sex.
- Birth weight.
- Gestational age.
- Baby name.

Non-routine newborn care (e.g., unusual jaundice, prematurity, sepsis, respiratory distress) is covered but requires prior authorization. Infants remaining in the hospital after mother's discharge require separate notification and will be subject to medical necessity review. The midwife (CNM) must be a licensed registered nurse recognized by the Board of Nurse Examiners as an advanced practice nurse (APN) in nurse-midwifery and certified by the American College of Nurse-Midwives. A CNM must identify a licensed care provider or group of care providers with whom they have arranged for referral and consultation if complications arise.

Furnish obstetrical maternity services on an outpatient basis. This can be done under a physician's supervision through an NP, PA or licensed professional nurse. If handled through supervision, the services must be within the staff's scope of practice or licensure as defined by state law.

You do not have to be present when services are provided. However, you must assume professional responsibility for the medical services provided and help ensure approval of the care plan.

For additional pregnant member and baby resources, see Healthy First Steps Rewards in Chapter 6.

### Post maternity care

UnitedHealthcare Community Plan covers post-discharge care to the member and their newborn. This care consists of a minimum of two visits, at least one in the home, according to accepted maternal and neonatal physical assessments. These visits must be conducted by a registered professional nurse with experience in maternal and child health nursing or a care provider. The first post-discharge visit should occur within 24 to 48 hours after the member's discharge date. Prior authorization is required for home health care visits for post-partum follow-up. The attending care provider decides the location and post-discharge visit schedule.

### Newborn enrollment

Members must report a newborn's birth by logging into their Washington Healthplanfinder account and enrolling at [wahealthplanfinder.org](https://wahealthplanfinder.org). They must select the "Report a Change in Income or Household" link.

### Bright Futures assessment

Bright Futures is a national health promotion and prevention initiative, led by the American Academy of Pediatrics and supported by the [US Department of Health and Human Services, Health Resources and Services Administration \(HRSA\)](https://www.hrsa.gov/), Maternal and Child Health Bureau (MCHB).

The *Bright Futures Guidelines* provide guidance for all preventive care screenings and well-child visits. You may incorporate Bright Futures into health programs such as home visiting, child care and school-based health clinics. Materials developed for families are also available.

Bright Futures' primary goal is to support primary care practices (medical homes) in providing well-child and adolescent care based on *Bright Futures: Guidelines for Health Supervision of Infants, Children, and Adolescents*. Settings for Bright Futures implementation include private practices, hospital-based or hospital-affiliated clinics, resident continuity clinics, school-based health centers, public health clinics, community health centers, Indian Health Service clinics, and other primary care facilities. A complementary goal is to provide home visitors, public health nurses, early child care and education professionals (including Head Start), school nurses, and nutritionists with an understanding of Bright

Futures materials so that they can align their health promotion efforts with the recommendations in the *Bright Futures Guidelines*. This objective will help ensure patients get information and support consistent with family and youth perspectives.

### Home care and all prior authorization services

The discharge planner ordering home care should call [Provider Services](#) to arrange for home care.

### Hysterectomies

Hysterectomies cannot be reimbursed if performed for sterilization. Members who get hysterectomies for medical reasons must be told, orally and in writing, they will no longer be able to have children.

All hysterectomy claims (surgeon, assistant surgeon, anesthesiologist, hospital) must be accompanied by a consent form. The member should sign and date the Hysterectomy Consent and Patient Information form, 13-365 stating they were told before the surgery that the procedure will result in permanent sterility.



Find the form on the HCA website at [hca.wa.gov](http://hca.wa.gov).

See “Sterilization consent form” section on next page for more information. Exception: Apple Health does not require informed consent if:

1. As the care provider performing the hysterectomy, you certify in writing the member was sterile before the procedure. You must also state the cause of the sterility.
2. You certify, in writing, the hysterectomy was performed under a life-threatening emergency situation in which prior acknowledgment was not possible. Include a description of the emergency.

UnitedHealthcare Community Plan requires, along with your claim, a copy of the signed Hysterectomy Consent and Patient Information form, 13-365. Mail the claim and documentation to claims administration identified on the back of the member’s ID card. Reimbursement is made upon completion of documentation requirements and UnitedHealthcare Community Plan review. The member may not be billed if consent forms are not submitted.

### Pregnancy termination services

These services are covered by the HCA FFS program.

### Sterilization procedures

Reimbursement for sterilization procedures are based on the member’s documented request. This policy helps ensure UnitedHealthcare Community Plan members thinking about sterilization are fully aware of the details and alternatives. It also gives them time to consider their decision. In addition, UnitedHealthcare Community Plan must have documented evidence that all the sterilization requirements have been met before making a payment. The member must sign the Sterilization Consent Form HHS-687 at least 30 days, but not more than 180 days, before the procedure. The member must be at least 21 years old when they sign the form.

The member must not be mentally incompetent or live in a facility treating behavioral disorders. The member may agree to sterilization at the time of premature delivery or emergency abdominal surgery if at least 72 hours have passed since signing the consent form. However, in the case of premature delivery, they must have signed the form at least 30 days before the expected delivery date. If the requirements are not met for sterilization procedures, UnitedHealthcare Community Plan cannot pay the care provider, anesthetist or hospital. A sterilization consent form is not required when a hysterectomy is performed. Instead, we would require the hysterectomy consent form.

### Sterilization informed consent

A member has only given informed consent if the Sterilization Consent form HHS-687 is properly filled out. Other consent forms do not replace the Sterilization Consent Form HHS-687. Be sure the member fully understands the sterilization procedure and has been told of other family planning options. Informed consent may not be obtained while the member is in labor, seeking an abortion, or under the influence of alcohol or other substances that affect awareness.

### Sterilization consent form

Use the consent form for sterilization:

- **Complete all applicable sections of the form.**  
Complete all applicable sections of the consent

form before submitting it with the billing form. UnitedHealthcare Community Plan cannot pay for sterilization procedures until all applicable items on the consent form are completed, accurate and follow sterilization regulation requirements.

- Your statement section should be completed after the procedure, along with your signature and the date. This may be the same date of the sterilization or a date afterward. If you sign and date the consent form before performing the sterilization, the form is invalid.
- The state's definition of "shortly before" is not more than 30 days before the procedure. Explain the procedure to the member within that time frame. However, do not sign and date the form until after you perform the procedure.



You may also find the form on the U.S. Department of Health and Human Services website [hhs.gov](https://www.hhs.gov).

Have three copies of the consent form:

1. For the member.
2. To submit with the Request for Payment form.
3. For your records.

## Neonatal Intensive Care Unit (NICU) case management

The NICU Management program manages inpatient and post-discharge neonatal intensive care unit (NICU) cases to improve outcomes and lower costs. Our dedicated team of NICU case managers, social workers and medical directors offer both clinical care and psychological services.

The NICU Case Management program helps ensure NICU babies get quality of care and efficiency in treatment. Newborns placed in the NICU are eligible upon birth. High-risk newborns placed in the NICU are eligible upon birth for NICU Case Management services.

The NICU Case Management team works closely with Neonatal Resource Services (NRS) team neonatologist and Utilization Management nurses, health plan registered nurses and social worker care managers to support and coordinate needed care for NICU infants and their families, as appropriate.

### Inhaled nitric oxide

Use the NRS guideline for inhaled Nitric Oxide (iNO) therapy at [UHCprovider.com](https://UHCprovider.com) > Resources > Plans, Policies, Protocols and Guides > For Community Plans > [Clinical Guidelines](#).

## Patient review and coordination program

Patient Review and Coordination (PRC) is for all Apple Health IMC Programs. The Washington HCA program helps control over-utilization and inappropriate use of clinical services. It restricts members to certain care providers, including PCPs, pharmacies and hospitals. Washington Administrative Code (WAC182-501- 0135) established the guidelines for the PRC program and allows us to perform this function.

PRC focuses on the health and safety of the member, who is often seen by several different prescribers, has a high number of duplicate medications, uses several different pharmacies and has high ER usage. Based on a clinical review of the utilization findings, the member may be placed into the PRC program for at least two years.

### PCP role

The PCP plays a critical role in managing the member's health care. When a member is restricted within the PRC program, the PCP must approve any non-emergent care that the member receives from other practitioners. This may include prescriptions for scheduled drugs, class (CII-CV).

### Pharmacy role

The primary pharmacy is a critical player in managing the member's prescriptions. The pharmacist alerts that member's PCP, the plan PRC staff, or HCA PRC staff of misuse or potential concerns with the member's prescriptions. All standard pharmacy policies remain in effect. However, if the member goes to a non-assigned pharmacy for schedule drugs (CII-CV). The claim will be rejected. The medication may not be dispensed.

The pharmacist may refer the member back to their assigned pharmacy or may choose to fill the prescription and ask the member to pay cash. We may not reimburse the member depending on a review of the pertinent clinic situation.



### Hospital role

The ER staff members are key players in helping the PCP manage the member's care to avoid clinical unnecessary ER visits. If the ER is aware of the PRC restriction, the hospital can coordinate care by referring the member back to their PCP and/or pharmacy, whether emergency services are provided.



Find more information on HCA's website [hca.wa.gov](https://hca.wa.gov). Look for Patient Review and Coordination.

## Pharmacy

### Preferred Drug List

UnitedHealthcare Community Plan determines and maintains its prescription drug list (PDL) of covered medications. This list applies to all UnitedHealthcare Community Plan of Washington members. Specialty drugs on the PDL are identified by a "SP" in the "Requirements and Limits" section of each page.

You must prescribe Medicaid members drugs listed on the PDL. We may not cover brand-name drugs not on the PDL if an equally effective generic drug is available and is less costly unless prior authorization is followed.

If a member requires a non-preferred medication, call Pharmacy Prior Authorization at 800-310-6826 or use the online Prior Authorization and Notification tool.

We provide you PDL updates before the changes go into effect. Change summaries are posted on UHCprovider.com. Find the PDL and Pharmacy Prior Notification Request form at [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth).

### Prior authorization

Dispense medication as an emergency 72-hour supply when drug therapy must start before prior authorization is secured and the prescriber cannot be reached. The rules apply to non-preferred PDL drugs and to those affected by a clinical prior authorization edit.

To request pharmacy prior authorization, call Pharmacy Prior Authorization at 800-310-6826. We provide

notification for prior authorization requests within 24 hours of request receipt.

### Specialty pharmacy medications

The Specialty Pharmacy Management Program provides high-quality, cost-effective care for our members. A specialty pharmacy medication is a high-cost drug that generally has one or more of the following characteristics:

- It is used by a small number of people
- Treats rare, chronic, and/or potentially life-threatening diseases
- Has special storage or handling requirements such as needing to be refrigerated
- May need close monitoring, ongoing clinical support and management, and complete patient education and engagement
- May not be available at retail pharmacies
- May be oral, injectable, or inhaled

Specialty pharmacy medications are available through our specialty pharmacy network.



For more information about specialty pharmacy medications, go to [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth) > [Clinical Pharmacy and Specialty Drugs](#).

## Radiology

We use our prior authorization process to improve compliance with evidence-based and professional society guidance for radiology procedures.

You must obtain prior authorization for the following advanced imaging procedures if you provide them in an office or outpatient setting.

- Computerized tomography (CT)
- Magnetic resonance imaging (MRI)
- Magnetic resonance angiography (MRA)
- Positron-emission tomography (PET)
- Nuclear medicine
- Nuclear cardiology

Advanced imaging procedures do not require prior authorization if performed in the following places of service:

- ER
- Observation unit
- Urgent care
- Inpatient stay

If you do not complete the entire prior authorization process before performing the procedure, we will reduce or deny the claim. Do not bill the member for claims we deny for this reason.

Request prior authorization online or by phone at:

- Online: [UHCprovider.com/radiology](https://UHCprovider.com/radiology) > Go to Prior Authorization and Notification Tool
- Phone: **866-889-8054** from 8 a.m. - 5 p.m. Central Time, Monday through Friday. Make sure the medical record is available. An authorization number is required for each CPT code.



For a list of Advanced Outpatient Imaging Procedures that require prior authorization, a prior authorization crosswalk, and/or the evidence-based clinical guidelines, go to [UHCprovider.com/radiology](https://UHCprovider.com/radiology) > Specific Radiology Programs.

## 14-day readmission review

We conduct a medical record review of readmissions that fall within 14 days of a prior inpatient discharge. These quality reviews look for the causes of readmissions and how to prevent them. The reviews follow the Provider Potentially Preventable Readmission Review (PPPR) Program developed by the HCA, the Washington State Hospital Association, hospital representatives and the Apple Health Managed Care Organizations.

The HCA has certain requirements for claims to be paid when a Medicaid member is readmitted to the hospital within 14 days of an inpatient stay, as referenced in Washington Administrative Code 182-550-2950. We will request complete records of both admissions to determine whether the readmission was preventable. A readmission is considered preventable if it could have resulted from any of the following:

- The quality of care provided during the initial admission

- Clinical instability of the member at the time of discharge
- Inadequate discharge planning, discharge process and/or discharge follow-up and care
- If our review determines a preventable readmission took place, we send the hospital a letter with the determination. We will recoup the readmission claim payment either by the hospital refunding the money or having us adjust the claim and offset future payments. We will also recoup if complete clinical records are not received within 30 days of the records request.

Common exclusions include:

- Readmission for reasons unrelated to conditions or care from the first admission
- Hospitalization with a discharge status of “left against medical advice” for prior admission
- Planned readmissions, including:
  - Required treatments for cancer
  - Repetitive, planned treatments or procedures for conditions such as chronic anemia, burn therapy and renal failure
  - Planned therapeutic or procedural admissions following diagnostic admissions, when the therapeutic treatment clinically could not occur during the same admit

For a complete list of exclusions, please see [WAC 182-550-2950](https://WAC.182-550-2950).

### Request for records process

You have 30 days to submit records from the date of the letter. You can submit your records through the Provider Portal:

- Go to [UHCprovider.com](https://UHCprovider.com) and click Sign In.
- Search and select the readmission Claim Number to view the claim details.
- Scroll down to bottom of page to Act on Claim.
- Select Create Claim Reconsideration.
- Select WA Medicaid Readmission in the Request Reason drop down menu on the form.

Even though this process refers to reconsideration, it is the same location to upload your complete records.

### 14-day readmission review dispute process

The dispute process is as follows:

- Reconsideration
  - You have 30 calendar days from the date of the denial letter to submit a reconsideration to us.
  - You can submit the reconsideration through the Provider Portal using the Claims Tool. See complete process under Request for Records. (It is the same process to submit records as it is to submit a reconsideration.)
- Appeal
  - You have 30 calendar days from the date of the reconsideration denial letter to submit an appeal to us.
  - Submit an appeal online through the Provider Portal using the Claims Tool. Or send it by mail to:  
  
UnitedHealthcare Community Plan  
Attention: Formal Claim Appeals  
P.O. Box 31364  
Salt Lake City, UT, 84131-0364
- Final dispute review with the HCA
  - If you receive an appeal denial letter, you can submit a final dispute review to us within 30 calendar days from the date of the appeal denial letter. We will submit a dispute on your behalf to the HCA within 14 calendar days. The HCA will review all related documentation and make a final determination on the dispute within 30 calendar days. They will issue their determination letter directly to the hospital and us. Please submit your final dispute through the appeal process.

## Screening, Brief Interventions, and Referral to Treatment services

Screening, Brief Interventions and Referral to Treatment (SBIRT) services are covered when:

- Provided by, or under the supervision of, a certified care provider or other certified licensed care provider within the scope of their practice.
- Determining risk factors related to alcohol and other drug use disorders, providing interventions to enhance patient motivation to change, and making appropriate referrals as needed.

- An Evaluation and Management (E/M) exam occurs and is not billable with a separate code. You may provide a brief intervention on the same day as a full screen in addition to the E/M exam. You may also perform a brief intervention on subsequent days. Brief interventions are limited to four sessions per patient, per provider per calendar year.

### What is included in SBIRT?

**Screening:** With just a few questions on a questionnaire or in an interview, you can identify members who have alcohol or other drug (substance) use problems and determine how severe those problems already are. Three of the most widely used screening tools are the Alcohol Use Disorders Identification Test (AUDIT), the Alcohol, Smoking, and Substance Involvement Screening Test (ASSIST) and the Drug Abuse Screening Test (DAST).

**Brief intervention:** If screening results indicate at risk behavior, individuals receive brief interventions. The intervention educates them about their substance use, alerts them to possible consequences and motivates them to change their behavior.

**Referral to treatment:** Refer members whose screening indicates a severe problem or dependence to a licensed and certified behavioral health agency for assessment and treatment of a substance use disorder. **This includes coordinating with the Alcohol and Drug Program in the county where the member resides for treatment.**

SBIRT services will be covered when all of the following are met:

- The billing and servicing care providers have submitted their SBIRT certification to the agency.
- The billing care provider has an appropriate taxonomy to bill for SBIRT.
- The CPT codes are 99408 and 99409.
- The diagnosis code is Z71.41 or Z71.51.
- The treatment or brief intervention does not exceed the limit of four encounters per client, per care provider, per year.

The SBIRT assessment, intervention, or treatment takes places in one of the following places of service:

- Office
- Urgent care facility
- Outpatient hospital
- ER – hospital



- FQHC
- Community mental health agencies
- Indian health service – freestanding facility
- Tribal 638 freestanding facility
- Homeless shelter

### Becoming SBIRT Certified

Completing Washington’s [seven-module SBIRT course](#) meets the HCA’s 3.5-hour training requirement to submit billing and provide – or supervise individuals providing – SBIRT services.



For more information about E/M services and outreach, see the Department of Health and Human Services Evaluation and Services online guide at [cms.gov](#).

## Medical medication-assisted treatment

Medication-assisted treatment (MAT) combines behavioral therapy and medications to treat substance use disorders (SUD). The FDA-approved medications for SUD include buprenorphine, methadone and naltrexone.

To prescribe buprenorphine, complete the waiver through the Substance Abuse and Mental Health Services Administration (SAMHSA). Obtain a unique identification number from the United States Drug Enforcement Administration (DEA).

As a medical care provider, you may provide MAT services even if you don’t offer counseling or behavioral health therapy in-house. However, you must refer your patients to a qualified care provider for those services. If you need help finding a behavioral health care provider, call the number on the back of the member’s health plan ID card. Or search for a behavioral health professional on [UHCprovider.com](#) > Our Network > [Find a Provider](#).

To find a medical MAT care provider in Washington:

1. Go to [UHCprovider.com](#)
2. Select “Our Network,” then “Find a Provider”
3. Select the care provider information
4. Click on “Medical Directory”
5. Click on “Medicaid Plans”
6. Click on “Washington”
7. Select “Apple Health”
8. Refine the search by selecting “Medication Assisted Treatment”



### For more SAMHSA waiver information:

Physicians – [samhsa.gov](#)  
NPs and PAs – [samhsa.gov](#)



If you have questions about MAT, please call Provider Services at **877-542-9231** and enter your TIN. Say “Representative,” and “Representative” a second time. Then say “Something Else” to speak to a representative.

## Transgender health services

We provide health services for members with gender dysphoria. Please show sensitivity in addressing members with their preferred gender identification. We cover hormone therapy and behavioral health services for all transgender members. We also cover puberty-blocking treatment for transgender adolescents. The HCA provides coverage for surgery, electrolysis and post-operative complications from surgery through the fee-for-service program.

You and members can view the HCA’s transgender health services website at [hca.wa.gov](#). Contact the HCA for care coordination needs for the HCA-covered benefits. Send an email to [transhealth@hca.wa.gov](mailto:transhealth@hca.wa.gov).

## Transitional services

We work with appropriate staff at any hospital, including a CPE facility, to implement a safe, comprehensive discharge plan that assures continued access to medically necessary covered services which will support the member’s recovery and prevent readmission. We have in place operational agreements with the contracted state and community physical and behavioral health hospitals, residential treatment facilities and long-term care facilities to help ensure member care transitions.

## Tuberculosis (TB) screening and treatment; direct observation therapy (DOT)

Guidelines for tuberculosis (TB) screening and treatment should follow the recommendations of the American Thoracic Society (ATS) and the Centers for Disease Control and Prevention (CDC).

The PCP determines the risk for developing TB as part of the initial health assessment. Testing is offered to all members at increased risk unless they have documentation of prior positive test results or currently have active TB under treatment. You will coordinate and collaborate with Local Health Departments (LHDs) for TB screening, diagnosis, treatment, compliance, and follow-up of members. PCPs must comply with all applicable state laws and regulations relating to the reporting of confirmed and suspected TB cases to the LHD. The PCP must report known or suspected cases of TB to the LHD TB Control Program within one day of identification.

## Waiver programs

### Human immunodeficiency virus (HIV)/acquired immune deficiency syndrome (AIDS) HCBS waiver program

The HIV/AIDS in-home waiver services program is available to members who would otherwise require long-term institutional services.

**Identification** – Members with symptomatic HIV or AIDS who require nursing home level of care services may be eligible for the waiver. The care coordinator or the PCP may identify members potentially eligible for the waiver program. They may also inform the member of the waiver program services.

**Referral** – If the member agrees to participation, provide the waiver agency with supportive documentation including history and physical, any relevant labs or other diagnostic study results and current treatment plan.

**Continuity of Care** – The HIV/AIDS waiver program will coordinate in-home HCBS services in collaboration with the PCP and care coordinator. If the member does not meet criteria for the waiver program, or declines participation, the health plan will continue care coordination as needed to support the member.

### Other federal waiver programs

Other waiver services, including the Nursing Facility Acute Hospital Waiver, may be appropriate for members who may benefit from HCBS services. These members are referred to the Long Term Care Division / HCBS Branch to determine eligibility and availability. If deemed eligible, the health plan will continue to cover all medically necessary covered services for the member unless/until member is disenrolled from the Medicaid Program.

## Medical management guidelines

### Admission authorization and prior authorization guidelines

All prior authorizations must have the following:

- Patient name and ID number.
- Ordering care provider name and TIN/NPI.
- Rendering care provider and TIN/NPI.
- ICD clinical modification (CM).
- Anticipated dates of service.
- Type of service (primary and secondary) procedure codes and volume of service, when applicable.
- Service setting.
- Facility name and TIN/NPI, when applicable.



For behavioral health and substance use disorder authorizations, please contact our [behavioral health department](#).

Type of Request	Decision TAT	Practitioner notification of approval	Written practitioner/member notification of denial
Non-urgent Pre-service	Within five calendar days of receipt of medical record information required but no longer than 14 calendar days of receipt	Within 24 hours of the decision	Within three business days of the decision
Urgent/Expedited Pre-service	Within two calendar days of request receipt	Within one business day of the decision	Within one business day of the decision
Concurrent Review	Within one business day	Notified within one business day of determination	Notified within one business day of determination
Retrospective Review	Within 30 calendar days of receiving all pertinent clinical information	Within 24 hours of determination	Within three business days of determination



If you have questions, go to your state’s prior auth page: [UHCprovider.com/WAcommunityplan](http://UHCprovider.com/WAcommunityplan) > [Prior Authorization and Notification](#).

## Case management

We provide case management services to members with complex medical conditions or serious psychosocial issues. The Medical Case Management Department assesses members who may be at risk for multiple hospital admissions, increased medication use, or would benefit from a multidisciplinary approach to medical or psychosocial needs.



Refer members for case management by emailing [wa\\_carecoordinationrequests@uhc.com](mailto:wa_carecoordinationrequests@uhc.com). Additionally, UnitedHealthcare Community Plan provides the [Healthy First Steps](#) program, which manages individuals with high-risk pregnancies.

## Pharmacy

Pharmacy management, including asthma-related care, is part of our Care Management program.

Otherwise, we provide pharmacy management through OptumRx. OptumRx administers clinical, patient-focused Disease Therapy Management (DTM) programs offered as part of Specialty Pharmacy Care Management services. These programs help improve patient quality of care through education and communication.

Specialty Pharmacy offers DTM programs for the following disease states/conditions required by the Board for the Washington Apple Health programs:

- Rheumatoid arthritis
- Growth disorders
- Risk of respiratory syncytial virus due to prematurity.

Additional programs provided to Apple Health program members include:

- Hepatitis C,
- Multiple sclerosis,
- Anemia related to chemotherapy,
- Comprehensive medication management therapy.

The plan of care (POC) addresses the following areas of care:

- Psychosocial adjustment
- Nutrition
- Complications
- Pulmonary/cardiac rehab
- Medication
- Prevention
- Self-monitoring of symptoms and vital signs
- Emergency management/co-morbid condition action plan
- Appropriate health care utilization

Our Care Management Program is supported by our integrated clinical system. The system includes basic and comprehensive supplemental assessments, facilitates the development of integrated care plans, and uses ongoing monitoring and evaluation tools.

## Concurrent review guidelines

UnitedHealthcare Community Plan requires you to chart progress notes for each day of an inpatient stay. This includes acute and sub-acute medical, long-term acute care, acute rehabilitation, SNFs, home health care and ambulatory facilities. We perform a record review or phone review for each day's stay using Interqual (formerly MCG) CMS or other nationally recognized guidelines to help clinicians make informed decisions in many health care settings. You must work with UnitedHealthcare Community Plan for all information, documents or discussion requests. This includes gathering clinical information on a member's status for concurrent review and discharge planning. When criteria are not met, the case is sent to a medical director.

UnitedHealthcare Community Plan denies payment for days that do not have a documented need for acute care services. Failure to document results in payment denial to the facility and you.

### Concurrent review details

Concurrent review is notification within 24 hours or one business day of admission. It finds medical necessity clinical information for a continued inpatient stay, including review for extending a previously approved admission. Concurrent review may be done by phone or on-site.

Your cooperation is required with all UnitedHealthcare Community Plan requests for information, documents or discussions related to concurrent review and discharge planning including: primary and secondary diagnosis, clinical information, care plan, admission order, member status, discharge planning needs, barriers to discharge and discharge date. When available, provide clinical information by access to Electronic Medical Records (EMR).

Your cooperation is required with all UnitedHealthcare Community Plan requests from our interdisciplinary care coordination team and/or medical director to support requirements to engage our members directly face-to-face or by phone. You must return/respond to inquiries from our interdisciplinary care coordination team and/or medical director.

UnitedHealthcare Community Plan uses Interqual (formerly MCG), CMS or other nationally recognized guidelines to assist clinicians in making informed decisions in many health care settings. This includes acute and sub-acute medical, long-term acute care, acute rehabilitation, SNFs, home health care and ambulatory facilities.

## Critical incident reporting

When one of our members experiences a critical incident, we follow up to help ensure they have the care they need. We report critical incidents to the HCA through semi-annual reporting as well as the HCA Incident Reporting System. So we can provide this follow-up, please report critical incidents to us as soon as the incident has been identified.

### Critical incident reporting criteria

- A major injury or major trauma that occurs in a facility that provides behavioral health services that may lead to a member's prolonged disability
- A member's unexpected death in a facility that provides behavioral health services
- A member's alleged violent acts, such as:
  - Arson
  - Assault resulting in serious bodily harm
  - Homicide or attempted homicide by abuse
  - Drive-by shooting
  - Extortion
  - Kidnapping
  - Rape, sexual assault or indecent liberties

- Robbery
- Vehicular homicide
- Attempted suicide and all completed suicides
- Homicide or attempted homicide
- Abuse, neglect or exploitation of a member (APS/CPS reporting)
- Unauthorized leave of a mentally ill offender or a sexual or violent offender from a mental health facility, secure Community Transition Facilities (i.e., evaluation and treatment centers, crisis stabilization units, secure detox units and triage facilities) that accept involuntary admissions
- Any event involving a member that has attracted or is likely to attract media attention as it relates to the criteria stated above

Do not report child abuse cases to us through the critical incident process. Report them directly to the Children's Administration/CPS as part of mandatory reporting requirements. However, if the incident also falls under one of the additional critical incident reporting criteria, follow our critical incident process.

The following are not critical incidents:

- Threatening suicide or suicidal ideation
- Routine car accidents and other accidents not resulting in a serious injury
- Unexpected death or serious injury of an enrollee
- A credible threat to enrollee safety
- Any allegation of financial exploitation of an enrollee

### How to report a critical incident

Once you learn of an incident, make sure the member is safe. Then report as soon as possible. Some critical incidents require notification to HCA within one business day of notifying us.

Email the completed Critical Incident form on [UHCprovider.com/WAcommunityplan](https://UHCprovider.com/WAcommunityplan) > Provider Forms and Tools > [Critical Incident Report Form](#) to [wa\\_criticalinc@uhc.com](mailto:wa_criticalinc@uhc.com).

## Determination of medical necessity

Examples of medically necessary services or supplies include:

- Prevent, diagnose, alleviate or cure a physical or behavioral illness or condition.
- Maintain health.
- Prevent the onset of an illness, condition or disability.
- Prevent or treat a condition that endangers life, causes suffering or pain or results in illness or infirmity.
- Prevent the deterioration of a condition.
- Promote daily activities; remember the member's functional capacity and capabilities appropriate for individuals of the same age.
- Prevent or treat a condition that threatens to cause or worsen a handicap, physical deformity, or malfunction; there is no other equally effective, more conservative or substantially less costly treatment available to the member.

We do not consider experimental treatments medically necessary.

## Determination process

Benefit coverage for health services is determined by the member specific benefit plan document, such as a Certificate of Coverage, Schedule of Benefits, or Summary Plan Description, and applicable laws.

## Medical and drug policies and coverage determination guidelines

Find medical policies and coverage determination guidelines at [UHCprovider.com](https://UHCprovider.com) > Resources > Plans, Policies, Protocols and Guides > For Community Plans > [Medical and Drug Policies and Coverage Determination Guidelines for Community Plan](#).

## Referral guidelines

We do not process or require referrals to participating care providers. However, you must coordinate member referrals for medically necessary services beyond the



scope of your practice. Monitor the referred member's progress and help ensure they are returned to your care as soon as appropriate.

We require prior authorization of all out-of-network referrals. The nurse reviews the request for medical necessity and/or service. If the case does not meet criteria, the nurse routes the case to the medical director for review and determination. Out-of-network referrals are approved for, but not limited to, the following:

- Continuity of care issues
- Necessary services are not available within network

UnitedHealthcare Community Plan monitors out-of-network referrals on an individual basis. Care provider or geographical location trends are reported to Network Management to assess root causes for action planning.

## Reimbursement

UnitedHealthcare Community Plan authorization helps ensure reimbursement for all covered services. You should:

- Determine if the member is eligible on the date of service by using [UHCprovider.com](https://www.uhcprovider.com), contacting Provider Services or ProviderOne.
- Submit documentation needed to support the medical necessity of the requested procedure.
- Be aware the services provided may be outside the scope of what UnitedHealthcare Community Plan has authorized.
- Determine if the member has other insurance that should be billed first.
- Be aware that if we deny authorization for a service that requires authorization, we will deny any ancillary services associated with the denied service as well.

UnitedHealthcare Community Plan will not reimburse:

- Services UnitedHealthcare Community Plan decides are not medically necessary.
- Non-covered services.
- Services provided to members not enrolled on the dates of service.

## Second opinion benefit

If a UnitedHealthcare Community Plan member asks for a second opinion about a treatment or procedure, UnitedHealthcare Community Plan will cover that cost. Scheduling the appointment for the second opinion

should follow the access standards established by the HCA. These access standards are defined in Chapter 2.

We allow a second opinion about the member's health care from a qualified care provider within our network. However, we will provide authorization for a non-network second opinion if our network cannot provide an independent and impartial qualified care provider. The second-opinion appointment must occur within 30 calendar days of the request unless the member requests a further delay.

If an in-network care provider is not available, UnitedHealthcare Community Plan will arrange for a consultation with a non-participating provider. The participating provider should contact [Provider Services](#).

If we do not authorize a second opinion, or a second opinion from the member's chosen care provider, the refusal is an adverse benefit determination. It may be subject to appeal under the provisions of the Grievance System section of our contract with HCA.

## Services not covered by UnitedHealthcare Community Plan

The following services are not included in the UnitedHealthcare Community Plan program:

- Any health care not given by a doctor from our list (except emergency treatment)
- Any care covered by Medicaid but not through managed care:
  - Long-term care services in a nursing home.
  - Non-skilled nursing facility services.
  - Intermediate care facilities for members with mental handicap.
  - Home- and community-based waiver services.
- Phones and TVs used when in the hospital.
- Personal comfort items used in the hospital such as a barber.
- Contact lenses, unless used to treat eye disease.
- Sunglasses and photo-gray lenses.
- Ambulances.
- Infertility services.



## Services requiring prior authorization



For a list of services that require prior authorization, go to the Prior Authorization and Notification section at [UHCprovider.com/wacomcommunityplan](https://UHCprovider.com/wacomcommunityplan).

### Direct access services – Native American and Alaska Native members

Native Americans or Alaska Natives do not need prior authorization to seek care from a tribal clinic or Indian Health hospital, regardless of network participation status. All other standard service authorization requirements apply.

### Seek prior authorization within the following time frames

- **Emergency or urgent facility admission:** within 24 hours, unless otherwise indicated.
- **Inpatient admissions; after ambulatory surgery:** within 24 hours, unless otherwise indicated.
- **Non-emergency admissions and/or outpatient services (except maternity):** at least 14 business days beforehand; if the admission is scheduled fewer than five business days in advance, use the scheduled admission time.

## Utilization management guidelines



Call [Provider Services](#) to discuss the guidelines and utilization management.

Utilization management (UM) is based on a member's medical condition and is not influenced by monetary incentives. UnitedHealthcare Community Plan pays its in-network PCPs and specialists on a fee-for-service basis. We also pay in-network hospitals and other types of care providers in the UnitedHealthcare Community Plan network on a fee-for-service basis. The plan's UM

staff works with care providers to help ensure members receive the most appropriate care in the place best suited for the needed services. Our staff encourages appropriate use and discourages underuse. The UM staff does not receive incentives for UM decisions.

### UM begins at intake

We have intake policies that provide immediate access to treatment. This helps ensure members can access services when they first notice symptoms:

- A member can contact a network care provider's office and request an appointment
- A family member can contact a network care provider's office and request an appointment.
- Member Services is available any time. It connects members with someone who can help identify a network care provider most appropriate to their needs and preferences. If requested, we contact the care provider for the member. We can also help the member get to the care provider's office or access emergency/crisis services.

### UM appeals

UM appeals are considered medically necessary appeals. They contest UnitedHealthcare Community Plan's UM decisions. This includes such things as UnitedHealthcare Community Plan's admission, extension of stay, level of care, or other health care services determination. They do not include benefit appeals, which are appeals for non-covered services. Any member, their designee, or care provider who is dissatisfied with a UnitedHealthcare Community Plan UM decisions may file a UM appeal. See Appeals in [Chapter 12](#) for more details.

# Chapter 5: Early, Periodic Screening, Diagnosis and Treatment (EPSDT)/Prevention

## Key contacts

Topic	Link	Phone Number
EPSDT	<a href="https://hca.wa.gov/Program-Administration/Apple-Health-eligibility-manual">hca.wa.gov &gt; Program Administration &gt; Apple Health eligibility manual &gt; General eligibility requirements that apply to all Apple Health programs &gt; Scope of care <b>Early and Periodic Screening, Diagnosis and Treatment (EPSDT)</b></a>	800-562-3022
Vaccines for Children	<a href="https://doh.wa.gov/Public-Health-System-Resources-and-Services/Immunization/Childhood-Vaccine-Program">doh.wa.gov &gt; Public Health System Resources and Services &gt; Immunization &gt; <b>Childhood Vaccine Program</b></a>	800-219-3224



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

The **Early and Periodic Screening, Diagnostic and Treatment (EPSDT)** benefit provides comprehensive and preventive health care services for children younger than age 21 who are enrolled in Medicaid.

Follow the EPSDT schedule for all eligible UnitedHealthcare Community Plan members to age 21, including pregnant members. EPSDT screening includes immunizations, hearing, vision, speech screening and nutritional assessments; dental screening; and growth and development tracking.

For complete details about diagnoses codes as well as full and partial screening, examination, and immunization requirements, go to the EPSDT schedule.

Government Childhood and Adolescent Immunizations Guide: [cdc.gov/vaccines/parents/resources/childhood.html](https://cdc.gov/vaccines/parents/resources/childhood.html)

Government Quick Reference Guide: [cdc.gov/vaccines/schedules/index.html](https://cdc.gov/vaccines/schedules/index.html)

Washington HCA EPSDT Billing Guide for Additional Recommended Frequencies: [hca.wa.gov](https://hca.wa.gov)

Effective Jan. 1, 2023, the HCA is aligning with the Bright Futures Periodicity schedule. As a result, the EPSDT Billing Guide published in January 2023 will include the following covered EPSDT well-child visit schedule:

- Six well-child visits before age 1 (first week, 1 month, 2 months, 4 months, 6 months, 9 months)

- Seven well-child visits between ages 1-4 (12 months, 15 months, 18 months, 24 months, 30 months, 3 years, 4 years)
- One well-child visit every 365 days between ages 5-21

## Developmental Disability Administration and coordination with regional centers

Developmental disabilities are severe and chronic disabilities due to a mental or physical impairment that begins before the member reaches adulthood. These disabilities include intellectual disability, cerebral palsy, epilepsy, autism, and disabling conditions related to intellectual disability or requiring similar treatment.

**Referral** – If you determine supportive services would benefit the member, refer the member to Developmental Disability Administration (DDA) for approval and assignment of a Regional Center Case Manager who is responsible for scheduling an intake assessment. Determination of eligibility is the responsibility of the Regional Center Interdisciplinary Team. While the Regional Center does not provide overall case management for their clients, they must assure access to

health, developmental, social, and educational services from birth throughout the lifespan of individual who has a developmental disability.

**Continuity of Care** – The DDA will determine the most appropriate setting for eligible HCBS services and will coordinate these services for the member in collaboration with the PCP and health plan coordinator. The Care Coordinator and PCP continue to provide and manage primary care and medically necessary services. If the member does not meet criteria for the program or placement is not currently available, UnitedHealthcare will continue care coordination as needed to support the member’s screening, preventive, medically necessary, and therapeutic covered services.

### Early Start program

The Early Start program provides early intervention services to infants and toddlers with disabilities and their families.

**Referral** – refer children who are identified as potentially requiring developmental intervention services to the appropriate agency for evaluation once you identified the need for services. Provide information as requested to complete the referral process. If the child has a visual impairment, hearing impairment, or severe orthopedic impairment, or any combination of these impairments, contact the Local Education Agency (LEA) for evaluation and early intervention services. After contacting the regional center or local education agency, a service coordinator will be assigned to help the child’s parents through the process to determine eligibility.

**Continuity of Care** – support the development of the Individualized Family Service Plan (IFSP) developed by the Early Start Program through either the RC or LEA. The assigned coordinator will help the local Regional Center or local Early Start Program and you to ensure all medically necessary covered diagnostic, preventive and treatment services are identified in the IFSP. UnitedHealthcare Community Plan provides member case management and care coordination to help ensure all medically necessary covered diagnostic, preventive and treatment services are identified in the IFSP developed by the Early Start Program, with your participation.



Call **866-482-4325**  
for more information.

### Full screening

Perform a full screen. Include:

- Interval history
- Unclothed physical examination
- Anticipatory guidance
- Lab/immunizations (Lab and administration of immunizations is reimbursed separately.)
- Lead assessment (Use the Lead Risk Assessment form.)
- Personal-social and language skills
- Fine motor/gross motor skills
- Hearing
- Vision
- Dental (screen and fluoride)

Without all these components, you cannot bill for a full screen. You may only bill for a partial screen.

### Interperiodic screens

Interperiodic screens are medically necessary screens outside the standard schedule that do not require the full screen. Use this screen to start expanded services. Office visits and full or partial screenings happening on the same day by the same care provider are not covered unless medical necessity is noted in the member’s record.

Interperiodic screens are often used for school and athletic physicals. A physical exam may be needed for a certificate stating a child is physically able to take part in school athletics. This also applies for other school physicals when required as conditions for educational purposes.

### Lead screening/treatment

Call Provider Services if you find a child has a lead blood level over 10ug/dL. Children with elevated blood lead levels will be offered enrollment in a care coordination program.

## Medically Intensive Children’s program

The Medically Intensive Children’s program serves children ages 17 and younger who have complex medical issues (e.g., ventilator dependent, tracheostomy care) that require the support of a registered nurse for at least four continuous hours per day. Skilled nursing services may be provided in the family home, foster homes, and in participating medically intensive children’s group and staffed residential homes.

Services include such skilled nursing interventions as:

- Assessments and systems management
- Multi-step approaches on a daily basis for complex respiratory issues related to technological dependence
- Parameters/machinery maintenance
- Multiple IV/parenteral medications and nutritional substances on a continuing or interment basis with frequent interventions
- Enteral nutrition and medications requiring multi-step approaches daily.



Direct applications for MICP services to [MICP@dshs.wa.gov](mailto:MICP@dshs.wa.gov).

## SAFE/CARE examinations

Medicaid covers Sexual Assault Findings Examination (SAFE) and Child Abuse Resource Education (CARE) Examinations. It also covers related laboratory studies that determine sexual or physical abuse. The exam is performed by SAFE-trained providers certified by the Department of Health and Senior Services. Children enrolled in a managed health care plan receive SAFE-CARE services through Washington Medicaid on a fee-for-service basis. Information on SAFE-CARE examinations is located at [dshs.wa.gov](https://dshs.wa.gov). Call Washington Medicaid for more information.

## Targeted case management

Targeted case management (TCM) consists of case management services for specified targeted groups to access medical, social, educational, and other services provided by a Regional Center or local governmental health program as appropriate.

**Identification** – The five target populations include:

- Children younger than 21 at risk for medical compromise
- Medically fragile individuals
- Individuals in frail health, older than 18 and at risk of institutionalization
- Members in jeopardy of negative health or psychosocial outcomes
- Members infected with a communicable disease, including TB, HIV/AIDS, or who have been exposed to communicable diseases, until the risk of exposure has passed

**Referral** – Refer eligible members to a Regional Center or local governmental health program, as appropriate, for TCM services.

**Continuity of Care** – UnitedHealthcare Community Plan is responsible for coordinating the member’s health care with the TCM provider and for determining the Medical Necessity of diagnostic and treatment services recommended by the TCM provider that are covered services under the contract.

## Vaccines for Children program

The Vaccines for Children (VFC) program provides immunizations through the Washington Department of Health. Immunizations offered in the state VFC program must be ordered by your office. We do not reimburse for the vaccine ordered by the VFC Program, but we reimburse for administering the vaccine.

Vaccine administration fees are reimbursable when submitted with an appropriate CPT and modifier code. We cannot reimburse for private stock vaccines when they are available through VFC.



Contact [VFC](#) if you have questions.

Care providers administering Apple Health vaccines must agree to participate in the state’s Immunization Registry. We will submit a monthly report containing a list of care providers, their contact information, claimant information and corresponding vaccine administrations to the Washington state Department of Health.

Any child through 18 years of age who meets at least one of the following criteria is eligible for the VFC Program:

- Eligible for Medicaid.
- American Indian or Alaska Native, as defined by the Indian Health Services Act.
- Uninsured.
- Underinsured. (These children have health insurance, but the benefit plan does not cover immunizations. Children in this category may not only receive vaccinations from an FQHC or RHC. They cannot receive vaccinations from a private care provider using a VFC-supplied vaccine).

# Chapter 6: Value-Added Services

## Key contacts

Topic	Link	Phone Number
Provider Services	<a href="http://UHCprovider.com">UHCprovider.com</a>	877-542-9231
Healthy First Steps Rewards	<a href="http://uhhealthyfirststeps.com">uhhealthyfirststeps.com</a>	800-599-5985
Value-Added Services	<a href="http://UHCCommunityPlan.com/WA">UHCCommunityPlan.com/WA</a> > View Plan Details	877-542-9231



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

We offer the following services to our UnitedHealthcare Community Plan members. If you have questions or need to refer a member, call Provider Services at **877-542-9231** unless otherwise noted.

## Doctor Chat - virtual visits

UnitedHealthcare Doctor Chat care providers regularly chat with members during evenings, weekends and holidays. By helping members understand the urgency of their health concerns, Doctor Chat can prevent unnecessary ER visits. It can also redirect members to their PCP. This means you can reduce after-hours calls and trust that your members are still getting exceptional care.

Members can chat with a care provider from any phone or computer at any time. Members may receive non-emergent care using an innovative, chat-first platform supported by live video to connect with a doctor from their computer or mobile device. A board-certified ER physician will assess the severity of the member’s situation, provide treatment and recommend additional care as needed.

Members can download the UHC Doctor Chat app or visit [UHCDoctorChat.com](http://UHCDoctorChat.com).

## Healthy First Steps Rewards

Healthy First Steps™ (HFS) is a specialized case management program designed to provide assistance to all pregnant members, those experiencing an uncomplicated pregnancy, as well as additional medical,

behavioral, and social risks. The goal is improving birth outcomes and lowering NICU admissions by managing prenatal and postpartum care needs of pregnant members. Care management staff are board-certified in maternal and neonatal medicine.

As a result, Healthy First Steps program helps mothers:

- Overcome common social and psychological barriers to prenatal care;
- Understand the importance of early prenatal care;
- The mother build a support system;
- Ensure appropriate postpartum and newborn care;
- Develop the care provider/member relationship before and after delivery.

In addition to reminders to get preventive care services, we use a proprietary Universal Tracking Database to identify members who have fallen behind in scheduling appointments. We also identify care providers who are not focusing on preventive care and optimal treatment.



Members self-enroll on a smartphone or computer. They can go to [uhhealthyfirststeps.com](http://uhhealthyfirststeps.com) and click on “Register” or call 800-599-5985.

## How it works

Care providers and UnitedHealthcare Community Plan reach out to members to enroll them.

Members enter information about their pregnancy and upcoming appointments online. Members get reminders of upcoming appointments and record completed visits.



### How you can help

- Identify UnitedHealthcare Community Plan members during prenatal visits.
- Share the information with the member to talk about the program.
- Encourage the member to enroll in Healthy First Steps Rewards at [uhhealthyfirststeps.com](https://uhhealthyfirststeps.com).

## Health4Me mobile app

The Health4Me app is available at no charge to our members. **Health4Me** enables users to review health benefits, access claims information and locate in-network care providers.

## NurseLine

NurseLine is available at no cost to our members at any time. Members may call NurseLine to ask if they need to go to the urgent care center, the ER or to schedule an appointment with their PCP. Our nurses also help educate members about staying healthy. Call **877-543-3409** to reach a nurse.

## On My Way

This online program helps young adults who are either transitioning from foster care or from their parents'/guardians' home to independent living. OMW teaches skills on budgeting, housing, job training and attending college.

## Quit for Life®

The Quit For Life® Program is the nation's leading phone-based tobacco cessation program. It uses physical, psychological and behavioral strategies to help members take responsibility for and overcome their tobacco addiction. Using a mix of medication support, phone-based coaching, and web-based learning tools, the Quit For Life Program produces an average quit rate of 25.6 percent for a Medicaid population. It also has an 88 percent member satisfaction. Quit for Life is for members 18 years and older.

## Women, Infants and Children Supplemental nutrition program (WIC)

### State-funded program

The state also has programs, such as Women, Infants, and Children Supplemental Nutrition programs (WIC) to help with nutritional needs for low income families.

For more information about WIC, go to [doh.wa.gov](https://doh.wa.gov).

# Chapter 7: Mental Health and Substance Use

## Key contacts

Topic	Link	Phone Number
Behavioral Health Provider Services	<a href="http://UHCprovider.com">UHCprovider.com</a>	877-542-9231



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

UnitedHealthcare Community Plan provides our members with behavioral health and SUD benefits. We focus on improving access to treatment, expanding the array of covered services, and improving the quality of care and treatment outcomes. Our goal is to grow the Washington behavioral health system and make it easier for people to access care in their community.

As a result, we are committed to recovery, resiliency and person-centered care. This includes helping people learn to manage their behavioral health and wellness challenges. Our practices are anchored in the belief that people with mental illness can live, work and take part in their communities despite their behavioral health challenges. We want to help them be resilient and rebound from trauma, stigma and other stresses.

This effort involves using integrated care, the fusion of two clinical models (Collaboration of Care and Accountable Communities of Health). This means PCPs can offer behavioral health care services while behavioral health practices can offer primary care. As such, members can get the right care wherever they go. For more information, please visit [UHCprovider.com](http://UHCprovider.com).

All Medicaid members are provided care in the same manner and based on the same standards offered to all other members in your care.

### Washington Recovery Help Line:

Phone: **866-789-1511**

Website: [warecoveryhelpline.org](http://warecoveryhelpline.org)

## Ombuds

An ombuds is a person who can provide free and confidential advice with resolving concerns related to members’ behavioral health services. They can help members resolve their concern with a behavioral health grievance, appeal, or fair hearing at the lowest possible level.

Ombuds are independent of UnitedHealthcare Community Plan. Please view Ombuds phone numbers for each county in Washington at <https://www.hca.wa.gov/health-care-services-supports/behavioral-health-recovery/ombuds-services>.

## Behavioral health administrative service organization

The HCA helps ensure care is coordinated and delivered where and when a person needs it. By January 2020, all regions of the state transitioned to an integrated system for physical health, mental health and substance use disorder services in the Washington Apple Health (Medicaid) program.

In this IMC program, most services for Apple Health clients are provided through MCOs. However, some services in the community, such as services for individuals experiencing a mental health crisis, must be available to all individuals, regardless of their insurance status or income level.

For this reason, HCA contracts with a Behavioral Health Administrative Service Organization (BH-ASO) to provide these services within a region.

### BH-ASO services

Crisis services are provided for members experiencing a mental health or substance abuse disorder crisis through the regional BH-ASOs. Crisis services include:

- An anytime regional crisis hotline for mental health and substance use disorders
- Mental health crisis services, including the dispatch of mobile crisis outreach teams, staffed by mental health professionals and certified peer counselors
- Short-term substance use disorder crisis services for people intoxicated or incapacitated in public
- Application of mental health and substance use disorder involuntary commitment statutes, available at all times to conduct Involuntary Treatment Act assessments and file detention petition

### Contact your regional BH-ASO

- Great Rivers: 800-803-8833
- Greater Columbia BH-ASO: 888-544-9986
- King County BH-ASO - Crisis Connections: 866-427-4747 or 206-461-3222
- North Sound BH-ASO - Community Crisis Line: 800-584-3578 and 800-747-8654
- Pierce - Beacon Health Options: 800-576-7764, TTY 711
- Salish - 800-525-5637
- South West WA - Beacon Health Options - 800-626-8137, TTY 866-835-2755
- Spokane County BH-ASO: Regional Behavioral Health: 877-266-1818
- Thurston Mason: 800-270-0041

## Credentialing

Initial credentialing is completed within 60 days of receipt of a completed credentialing application. A completed credentialing application includes all necessary documentation, attachments, and a signed Agreement.

Physician addiction specialists must be certified by the American Society of Addictions Medicine (ASAM) or the American Board of Addiction Medicine (ABAM) or have added qualifications in Addiction Psychiatry through the American Board of Psychiatry and Neurology (ABPN).

## Covered services

UnitedHealthcare Community Plan offers covered behavioral health services for behavioral, emotional and substance use disorders. We offer care management to help members, clinicians, and PCPs using and offering behavioral health services. We provide information and tools for behavioral health and substance abuse diagnoses, symptoms, treatments, prevention and other resources in one place.

Members also have access to [myuhc.com](https://myuhc.com). This portal provides:

- Behavioral health and well-being articles and information.
- Articles on health conditions, addictions and coping.
- Self-assessments on a variety of topics.
- Community resources.

Benefits include but are not limited to:

- Crisis stabilization services (includes treatment crisis intervention).
- Outpatient assessment and treatment:
  - Withdrawal management
  - Day support
  - Peer support
  - Intensive outpatient
  - Medication management, including injectable psychotropic medications
  - Case management
  - Outpatient therapy (individual, family, or group)
  - Psychological evaluation and testing
  - Hospital observation room services (up to 23 hours and 59 minutes in duration)
  - Child-parent psychotherapy
  - Multi-systemic therapy
  - Functional family therapy
  - Electroconvulsive therapy
  - Virtual Visits
- Psychiatric services
- Neuropsychological testing
- Annual depression screenings for members and caregivers younger than 6 months of age as well as members aged 12-20

### Eligibility

Verify the UnitedHealthcare Community Plan member's Medicaid eligibility on day of service before treating them. View eligibility online at [waproviderone.org](http://waproviderone.org) or on the Eligibility and Benefits application on [UHCprovider.com](http://UHCprovider.com).

### Assessments

As defined in WAC 246-341 and HCA's IMC Service Encounter Reporting Instructions (SERI) on [hca.wa.gov](http://hca.wa.gov), an appropriately credentialed professional must conduct an age-specific, in-person, culturally relevant assessment on a member before providing outpatient behavioral health services. Crisis and stabilization services don't require the assessment.

The assessment should include:

- A biopsychosocial history with information on current and previous medical and behavioral health conditions, medications, interventions and outcomes.
- A list of current and previous medical and behavioral health care providers.
- A mental status exam that reveals a risk of harm to self or others.

For members older than 12 years, the assessment should also include:

- A substance use history.
- Relevant legal history.
- Assessment of social supports.
- Education and employment history.

Complete additional clinical assessments, such as developmental or cognitive functioning assessments, as clinically indicated.

### Children's mental health

Children from birth through age 5 are eligible for up to five sessions per care provider, per calendar year so they can complete a mental health assessment (Psychiatric Diagnostic Evaluation). UnitedHealthcare Community Plan also allows reimbursement for mental health assessments completed in home or community settings, including reimbursement for care provider travel through a separate A-19 payment process. Apple Health

mental care providers must use the current version of the Diagnostic Classification of Mental Health and Developmental Disorders of Infancy and Early Childhood (DC:0-5™) these assessments and diagnoses.

### Authorizations

Members may access all behavioral health outpatient services (behavioral health and substance use) without a referral. Prior authorization is not required for outpatient, withdrawal management or residential SUD services. Prior authorization is not required for mental health outpatient authorization but may be required for more intensive services. This includes:

- Intensive outpatient program
- Day treatment
- Partial, inpatient or residential care.

Help ensure prior authorizations are in place before rendering non-emergent services.

#### Outpatient management

Our outpatient management services help you care for members who don't require hospitalization. These covered services include:

- Individual, group and family therapy
- Psychosocial rehabilitation
- Community psychiatric support and treatment
- Outpatient addiction services (ASAM Level 1.0 and 2.1, billing code 96153)

Prior authorization is not required for these services.

#### Oversight of outpatient services

Part of UM involves finding cases where the length or frequency of outpatient behavioral health treatment is higher than most other members with complex clinical needs. When we identify high-outpatient utilization, a licensed clinician calls the treating care provider to start a clinical case discussion. The clinician may schedule a conversation between the treating care provider and a UnitedHealthcare Community Plan-licensed peer reviewer. Based on member clinical needs and our external clinical guidelines, the peer review discussion may result in either:

- Continued payment of services.

- Agreed-upon change in treatment plan.
- Fewer approved routine outpatient services.

If services are deemed to be not medically necessary, either in part or in whole, you will be notified verbally and in writing. The member will be notified in writing of this decision as well as receive appeal rights.

### Inpatient behavioral services

Emergency services do not require prior authorization. You cannot deny emergency health care based on a behavioral health condition.

Notify us of inpatient behavioral health emergency admissions within 24 hours. We reserve the right to deny a claim for payment based solely on lack of notification when allowable by state law.

We are staffed with independently licensed staff at all times to respond to authorization requests.

### Residential services

Request authorization for psychiatric residential treatment facilities before admitting the member. If you cannot, notify us within one business day (Monday – Friday).

### Psychological testing

No prior authorization is required for first 12 units of service per client per lifetime. Prior authorization is required for additional units of service.

Complete a standard evaluation (CPT code 90791 or 90792 including clinical interview, direct observation and collateral input, as needed). Also be sure the following cases exist:

- Significant diagnostic questions remain that can only be clarified through testing.
- You have questions about the appropriate treatment course for a member.
- A member has not responded to standard treatment, and testing would have a timely effect on the treatment plan.
- A cognitive, intellectual and/or neurological deficit or impairment may affect functioning or interfere with the member's ability to participate in or benefit from treatment. Testing would verify the presence or absence this issue.

Generally, we do not cover psychological testing solely for education or school evaluations, learning disorders, legal and/or administrative requirements. We also do not cover tests performed routinely as part of an assessment. Call [Provider Services](#) for more information.

## Global Assessment of Individual Needs — Short Screener (GAIN-SS)

HCA provides the Global Assessment of Individual Needs-Short Screener (GAIN-SS). This evidence-based screening tool identifies which members have behavioral health disorders within five minutes. You can refer these members to the right behavioral health care provider.

Find the GAIN-SS forms at [hca.wa.gov](http://hca.wa.gov) > Billers, providers, and partners > Programs & services > Behavioral health and recovery > Contractor and provider resources > TARGET > GAIN-SS:

- [GAIN-SS target data elements setup form \(14-479\)](#)
- [GAIN-SS target data elements admission and assessment form \(04-416\)](#)

Legislation requires intake personnel use a screening tool that identifies the most common types of co-occurring disorders. The Washington DSHS adopted the GAIN-SS to screen for co-occurring disorders (COD) among all Medicaid enrollees. All SUD and mental health care providers should use this tool, which is for designated crisis responder professionals and designated chemical dependency specialists.

The legislation is supported by WA State RCW 71.24.63. SUD and mental health care providers contracted with UnitedHealthcare must administer the GAIN-SS to their clients at intake. You must also share the results of the screening in your monthly submissions of behavioral health supplemental data.

Learn more at [gaincc.org](http://gaincc.org). Or call the GAIN Project Coordination Team at 309-451-7900.

## Portal access

Website: [UHCprovider.com](http://UHCprovider.com)

Access the Provider Portal, the gateway to UnitedHealthcare Community Plan's online services, on this site. Use the services to verify eligibility, review



electronic claim submission, view claim status, view the Prior Authorization list, find forms, and submit notifications or prior authorization requests. You can also call Provider Services at 877-542-9231 if you need help.

### Claims

Submit claims using the CMS 1500 Claim Form (v 02/12) or UB-04 form, whichever is appropriate. Use applicable coding, including ICD diagnosis codes, CPT, Revenue and HCPCS coding. Include all necessary data to process a complete claim. Find out more about filing claims in Chapter 11.

### Behavioral health supplemental data

Licensed behavioral health agencies are required to report behavioral health supplemental data as described in the current version of the HCA's Behavioral Health Supplemental Transaction Data Guide on [hca.wa.gov](http://hca.wa.gov). Submit supplemental data transactions related to services provided to enrollees within 30 calendar days from the date of service or event.

### Monitoring audits

We conduct routine care provider on-site audits. These audits focus on the physical environment, policies and procedures, and quality record documentation.

### Care coordination

#### Outpatient care

Behavioral health treatment agencies must develop policies and procedures that enhance care coordination. This includes transitions between all levels of care.

To effectively manage a member's behavioral and medical care, we require you to coordinate care with the member's PCP and other care providers before, during and after treatment, based on HIPAA guidelines. Outpatient care providers should work with the BH-ACO for emergency care coordination.

After the initial assessment, provide other treating professionals with the following information within two weeks:

- Summary of member's evaluation
- Diagnosis
- Treatment plan summary
- Primary clinician

If a member does not offer consent, note that in the clinical record.

You must help ensure transitional services from one care setting or level of care to another. This includes a written discharge plan and appropriate follow-up.

#### Inpatient care

Behavioral health agencies must help ensure there is adequate coordination for enrollees transitioning between levels of treatment services. This will at least include documenting discharge plans and facilitation to post-discharge services in the enrollee's electronic health record. The following must occur when the enrollee is discharged or transitioned to a lower or higher level of care:

- Appropriate referrals are made to a behavioral health care providers and coordination with the UnitedHealthcare Community Plan.
- Follow up appointments are scheduled to occur within seven calendar days of enrollee discharge and documented as such in the enrollee's electronic health record. Documentation must include:
  - Release of information between behavioral health treatment agencies for the enrollee
  - Date and time of appointment
  - Any current medications
  - If applicable, sufficient supply and compliance plan for prescribed medications as part of the discharge process.
- The enrollee's counselor or a designated outreach coordinator at the facility will follow up with the enrollee by phone, text or email within 72 hours of discharge.



# Substance use disorders

## Addressing the substance use epidemic

Combating the substance use epidemic must include prevention, treatment, recovery and harm reduction.

### Brief summary of framework

- Prevention:
  - Prevent SUDs before they occur through pharmacy management, care provider practices, and education.
- Treatment:
  - Access and reduce barriers to evidence-based and integrated treatment.
- Recovery:
  - Support case management and referral to person-centered recovery resources.
- Harm Reduction:
  - Access to Naloxone and facilitating safe use, storage, and disposal of opioids.
- Strategic community relationships and approaches:
  - Tailor solutions to local resources.
- Enhanced solutions for pregnant member and child:
  - Prevent neonatal abstinence syndrome and supporting moms in recovery.
- Enhanced data infrastructure and analytics:
  - Identify needs early and measure progress.

## Increasing education and awareness of SUD

You must stay up-to-date on the cutting edge research and evidence-based clinical practice guidelines. We keep SUD-related trainings and resources available on our Provider Portal to help ensure you have the information you need, when you need it. For example, state-specific Behavioral Health Toolkits are developed to provide access to clinical practice guidelines, free SUD assessments and screening resources, and other important state-specific resources. Additionally, Pain Management Toolkits are available and provide resources to help you identify our members who present with chronic physical pain and may also be in need of behavioral health services to address the psychological aspects of pain. We also work to help ensure you have the educational resources you need. For example, our

Drug Utilization Review Provider Newsletter includes substance use trends, prescribing and key resources.

Access these resources at [UHCprovider.com](https://UHCprovider.com) > Resources > [Drug Lists and Pharmacy](#). Click “Opioid Programs and Resources - Community Plan” to find a list of tools and education.

## SUD care coordination

You may not deny services to any eligible member based on:

- Their drug of choice,
- Taking FDA-approved, medically prescribed medications, and/or
- Their use of over-the-counter nicotine-cessation medications or active participation in a nicotine replacement therapy regimen.

Members also cannot be required to give up custody of minor children to access residential SUD treatment services. If a pregnant member cannot access residential treatment due to lack of capacity and needs withdrawal management, refer them to a Chemical Using Pregnant (CUP) program for admission within 24 hours.

You must refer members to appropriate community services for their substance use, mental health, physical health, and/or housing needs after they are discharged from their facility. If a member discontinues services, you must document the termination of services and any attempts to help the member transition back to the community.

Have policies in place to quickly exchange member information between agencies. Please complete a warm hand-off when possible. Also document phone numbers and addresses for community-based peer support and recovery resources and provide them to the member when they are discharged. The member or their authorized representative must verify their housing status for you to document. Please refer members to housing and community support services as needed and document this effort in the record.

If an individual is receiving FDA-approved medications for SUD, you must document efforts to obtain housing to fit their needs. At the time of discharge, arrange transportation to appointments and recovery-based housing as needed.

If a member is discharging from an inpatient facility and has been inducted or continued on FDA-approved

medications for SUD, schedule them for a same-day appointment with an outpatient care provider. If a member is discharging from an outpatient setting, help them schedule a follow-up appointment to occur within seven calendar days of discharge. They must be provided with sufficient medications until their appointment with a community provider.

### Prescribing opioids

Go to our [Drug Lists and Pharmacy page](#) to learn more about which opioids require prior authorization and if there are prescription limits.

### Medication-assisted treatment

Evidence-based MAT is central to SUD treatment. MAT takes a chronic condition approach and incorporates medication use in addition to other services, such as counseling, cognitive behavioral therapies, and recovery support, to provide a comprehensive approach to SUD.

These services are a medical benefit and only to care providers with a CLIA Waiver. UnitedHealthcare Community Plan is following the state-outlined requirements and forms for prior authorization for related drugs. For more information, go to [hca.wa.gov](http://hca.wa.gov). You can also call Provider Services at 877-542-9231.

To find a behavioral health MAT care provider in Washington:

1. Go to [UHCprovider.com](http://UHCprovider.com).
2. Select “Our Network,” then “Find a Provider”
3. Select “Search for a Provider” under the Search for Doctors, Clinics or Facilities by Plan Type option.
4. Click on “Mental Health Directory.”
5. Set your location.
6. Type “Medication Assisted Treatment” in the search bar.

We contract with SUD Centers of Excellence (where available). These are designated as premier facilities to help ensure people with SUD stay in treatment and receive appropriate follow-up care and supports within their communities.

Participating SUD facilities must offer MAT on-site or facilitate access to off-site providers so members can obtain or be continued on MAT at any point during treatment. Facilities must adjust medications based on medical necessity when working with the prescribing care provider.

At the time of discharge, the discharging care provider will help ensure continuity of MAT services for the member, even if the member moves out of the region. Intake appointments should occur within seven calendar days of discharge unless the member is discharging from an inpatient level of care. In that case, schedule the intake appointment for the same day as discharge. The discharging care provider should make sure the member has sufficient medications to last until their appointment with a community care provider or behavioral health treatment agency.

Members may not be denied services for the use of FDA-approved medications for SUD treatment.

## Medication management services

Psychiatrists, prescribing ARNPs and medical psychologists are not required to get prior authorization for the initial consultation, routine medication management sessions and other routine outpatient services. These include 90791, 90792, 90833, 90834 and evaluation & management (E&M) codes as applicable.

## Peer services and supports

This program involves a certified peer specialist using their training, lived experience and experiential knowledge to help the member and their family achieve the recovery and resiliency goals. The specialist can give and provide information about services or self-care as well as support skill development. They can also help the member become more socially connected and increase engagement in treatment and empowerment.

These services may be delivered before, during or after the member is receiving behavioral health treatment.

## Program for Assertive Community Treatment

The Program for Assertive Community Treatment (PACT) is a person-centered, recovery-oriented mental health service delivery model that helps reduce psychiatric hospitalizations, facilitate community living, and enhance recovery for persons with serious mental illnesses.

PACT is designed for persons who have the most severe and persistent mental illnesses, severe symptoms and impairments, and have not benefited from traditional outpatient programs.

A group of transdisciplinary mental health staff members provide PACT services. It provides the treatment, rehabilitation, and support services consumers need to achieve their goals. The team is directed by a team leader and a psychiatric prescriber and includes:

- Staff from the core mental health disciplines,
- At least one peer specialist, and
- Administrative support staff, who provide intensive services. (Multiple contacts from this team may be as frequent as two to three times per day, seven days per week. They are based on consumer need and a mutually agreed-upon plan between the consumer and PACT staff).

The mobile PACT team delivers community-based care seven days a week to support consumers living independently and taking part in their community. The PACT team provides an average of three face-to-face contacts a week for all consumers as well as primary responsibility for crisis intervention coverage for PACT members 24 hours a day. Crisis services include developing individualized crisis plans and coordinating care with other crisis/emergency service providers through Collective Medical Technologies or other collaborative systems.

PACT providers must adhere to the Washington state HCA standards. These standards are on [hca.wa.gov](https://www.hca.wa.gov).

## New Journeys (NJ)

New Journeys Coordinated Specialty Care is a treatment curated to meet the needs of those experiencing a first episode of psychosis with treatment services of a higher intensity than those offered in regular outpatient settings. Treatment provides evidence-based health and recovery support interventions for youth and young adults when first diagnosed with psychosis. NJ services are delivered by multi-disciplinary mental health providers who work as a team and provide the treatment, rehabilitation and support services for individuals to achieve their own goals. The service range is provided on an outpatient basis with options for home and community settings, based on the individual's own needs and what they identify as helping them achieve a more meaningful life. Service components include individual and/or group

psychotherapy, supported employment and education, family psychoeducation and support, psychiatry and peer support.

## Treatment, recovery and resiliency

### Inpatient and residential services

Inpatient and residential services are for care providers in 24-hour settings. It requires discharge planning in at least the following:

- Coordinate a community-based discharge plan for each member served under this contract beginning at intake, including tribal community resources and services when applicable. Discharge planning should apply to all members regardless of length of stay or whether they complete treatment.
- Coordinate, as needed, with Tribal governments and IHCPs for applicable services, including but not limited to assessment and treatment, education support and early childhood services, vocational or employment services, housing services and supports, and Tribal courts.

### Discharge planning

Help members with their recovery by providing information about their condition, its treatment and self-care resources. The treatment plan helps note realistic and measurable treatment goals as well as the evidence-based treatment that achieve treatment goals.

When creating the plan, consider the member's age, level of development and treatment history. Also consider whether the proposed services are covered in the plan and are available in the community. In addition, think about any other community resources that may help the member.

Take into account the member's psychiatric advance directive or crisis plan requests. For some members, treatment is part of a larger recovery and resiliency effort.

A change in the member's condition should result in a treatment plan update. When the condition has improved, the reassessment determines whether a less

restrictive level of care may be right for the member. When a member's condition has not improved, the reassessment determines whether the diagnosis is right and what treatment changes must be made.

Effective discharge planning enables the member's safe and timely transition from one level of care to another. It also documents the services they will receive post-discharge.

The final discharge plan documents the:

- Anticipated discharge date.
- Proposed post-discharge services.
- Plan to coordinate discharge with the care provider at the next level of care (when indicated).
- Plan to reduce the risk of relapse.
- Agreement by the member with discharge plan.

As the member transitions from one level of care to another, schedule the first appointment at the next level of care. The first post-discharge appointment following inpatient care should occur no later than seven days from the date of discharge. This time frame is based on HEDIS® standard for follow-up treatment.

UnitedHealthcare Behavioral Health Care Advocates and Field Care Advocates monitor discharge planning. They can help identify and facilitate access to treatment services and community resources. Please work with the member during treatment, recovery and discharge planning whenever possible.

### Documentation, performance improvement and program evaluation, and quality audits

Review member records to help ensure the treatment plans are consistent with WAC 388-877-0620 and 388-877A-0135. These reviews help ensure services are appropriate based on diagnosis and based on the patient's needs. Progress notes support each service:

- Timeliness of service
- Cultural, ethnic, linguistic, disability or age-related needs are addressed
- Coordination with primary care
- Adherence to practice guidelines, as relevant
- Processes for reporting, tracking and resolving complaints/grievances
- Compliance with reporting and managing critical incidents
- Information security

## Wraparound with intensive services

Washington's Wraparound with Intensive Services (WISe) program helps provide comprehensive behavioral health services and supports to Medicaid-eligible individuals 21 years or younger and their families who have complex behavioral health needs. The program's values are family-driven and youth-guided, community-based, and culturally and linguistically appropriate. WISe's goals are for eligible youth to:

1. Live and thrive in their homes and communities.
2. Avoid or reduce out-of-home placements while receiving behavioral health treatment services.

The WISe care provider, youth and family work together to create a personalized plan of care with services and supports that identify and enhance the capabilities, knowledge, skills, and assets of the youth and family, their community, and other team members. WISe services may be provided in the home and in community locations, at times and locations that help ensure meaningful participation of youth, family members, and natural supports. The WISe team is available for crisis responses at all times.

WISe practices use the Washington State Children's Behavioral Health and Recovery principles in service delivery, policies and procedures, and quality assurance. They help:

- Increase resiliency and reduce the impact of behavioral health symptoms on youth and families.
- Keep youth safe at home, in the community and school.
- Promote youth development, maximizing their potential to grow into healthy and independent adults.

You must use the WISe Manual as a guide to help ensure consistency of service delivery and quality improvement across the state. The manual is at [hca.wa.gov](http://hca.wa.gov) > [Program, Policy and Procedure Manual](#). It helps explain WISe's:

- Purpose and goals
- Required agency infrastructure and expectations
- Service requirements
- Client rights
- Governance and coordination
- Background: T.R. settlement agreement

- Guidance on team functioning and facilitation to incorporate the core elements of WISE in each of the following phases: Engagement, Assessing, Teaming, Service Planning and Implementation, Monitoring and Adapting, and Transition
- Team meeting components and team structure
- Attestation(s) for managed care entity
- Service array and SERI coding
- Washington's CANS algorithm
- Cross system care plan and crisis plan example template
- Quality plan

4. Submit invoices and WISE Tracker Reports to Finance and to our SFTP site by the 5th of each month. Finance information is on the invoice.
5. Include information regarding WISE services on your website.
6. Participate in a review of WISE services using the WISE Quality Improvement Review Tool (QIRT) at least annually. This review can be conducted by internal WISE care provider staff, a peer WISE care provider or external partner. You must conduct a full review of components over three years.

For more information, contact our Children's Behavioral Health Services Administrator.

### WISE care provider requirements

1. Anyone can make a referral for a WISE screening for any eligible Medicaid-eligible youth who might benefit from WISE. Child and Adolescent Needs and Strength (CANS)-certified screeners must offer and complete the WISE screen within 10 business days of receiving a referral. Furthermore, fax WISE notifications to UnitedHealthcare Community Plan with the enrollment date using the form you are provided. The fax number is on the form. Submit notification forms within 24 hours of any of the following:
  - A member is denied services due to eligibility, or if services are reduced, suspended and/or terminated without the member in agreement.
  - A member is enrolled in WISE.
  - The WISE member is discharged with their consent.
  - For annual reauthorization.
2. Take part in the required state-sponsored trainings and coaching sessions offered through the WISE Workforce Collaborative. This organization is the primary resource for ongoing technical help related to training and coaching for WISE practitioners. WISE leadership staff are required to participate in all WISE-related quality activities and UnitedHealthcare Community Plan-sponsored meetings, such as your regional WISE Leadership Collaborative meetings.
3. Follow the Service Encounter Reporting Instructions (SERI) for WISE on [hca.wa.gov](https://hca.wa.gov) > [Service Encounter Reporting Instructions \(SERI\)](#) | [Washington State Health Care Authority](#).



# Chapter 8: Member Rights and Responsibilities

## Key contacts

Topic	Link	Phone Number
Member Services	<a href="https://UHCCommunityPlan.com/WA">UHCCommunityPlan.com/WA</a>	877-542-8997
Member Handbook	<a href="https://UHCCommunityPlan.com/WA">UHCCommunityPlan.com/WA</a> > Community Plan > Member benefits	877-542-8997



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

Our Member Handbook has a section on member rights and responsibilities. In it, we ask that members treat you with respect and courtesy.

## Privacy regulations

HIPAA privacy regulations offer full federal protection to protect member health care information. These regulations control the internal and external uses and disclosures of such data. They also assert member rights.

### Access to protected health information

Members may access their medical records or billing information either held through you or us. If their information is electronic, they may ask that you or we send a copy in an electronic format. They may also ask that a copy of their information be provided to a third party.

### Amendment of PHI

Our members have the right to ask that you or we change information they believe to be inaccurate or incomplete. The member request must be in writing and explain why they want the change. You or we must act on the request within 60 days, or may extend another 30 days with written notice. If denying the request, provide certain information to the member explaining the denial reason and actions the member must take.

### Accounting of disclosures

Our members have the right to request an accounting of certain disclosures of their PHI, made by you or us, during six years prior to the request. This accounting must include disclosures by business associates. It will not include disclosures made:

- For treatment, payment and health care operations purposes
- To members or pursuant to member’s authorization
- To correctional institutions or law enforcement officials
- For which federal law does not require us to give an accounting

### Right to request restrictions

Members have the right to ask you or us to restrict the use and disclosures of their PHI for treatment, payment and health care operations. This request may be denied. If it is granted, the covered entity is bound by any restriction to which is agreed. Document these restrictions. We must agree to restrict disclosure. Members may request to restrict disclosures to family members or to others who are involved in their care or its payment.



### Right to request confidential communications

Members have the right to request communications from you or us be sent to a separate location or other means. You must accommodate reasonable requests, especially if the member states disclosure could endanger them. Requests for confidential communication do not require a member explanation. Keep a written copy of the request.

For information on Washington state's Address Confidentiality Program, go to [sos.wa.gov/acp/compliance.aspx](https://sos.wa.gov/acp/compliance.aspx).

## Member rights and responsibilities

The following information is in the Member Handbook at the following link under the Member Information tab: [UHCommunityPlan.com/WA](https://UHCommunityPlan.com/WA).

### Native American and Alaska Native members access to care

Native American members can access care to tribal clinics and Indian hospitals without approval.

### Member rights

Members have the right to:

- Request information on advance directives.
- Be treated with respect, dignity and privacy.
- Receive courtesy and prompt treatment.
- Receive cultural assistance, including having a certified interpreter during appointments and procedures.
- Receive information about us, rights and responsibilities, their benefit plan and which services are not covered.
- Know the qualifications of their care provider.
- Give their consent for treatment unless unable to do so because life or health is in immediate danger.
- Discuss any and all treatment options with you.
- Refuse treatment directly or through an advance directive.

- Be free from any restraint used as discipline, retaliation, convenience or force them to do something they do not want to do.
- Receive medically necessary services covered by their benefit plan.
- Receive information about in-network care providers and practitioners, and choose one from our network.
- See a non-network care provider, if no participating care provider is available, at no cost beyond what they would pay for network services.
- Change care providers at any time for any reason.
- Tell us if they are not satisfied with their treatment or with us; they can expect a prompt response.
- Tell us their opinions and concerns about services and care received.
- Register grievances or complaints concerning the health plan or the care provided.
- Appeal any payment or benefit decision we make.
- Review the medical records you keep and request changes and/or additions to any area they feel is needed.
- Receive information about their condition, understand treatment options, regardless of cost or whether such services are covered, and talk with you when making decisions about their care.
- Get a second opinion with an in-network care provider.
- Expect care providers are not kept from advising them about health status, medical care or treatment, regardless of benefit coverage.
- Make suggestions about our member rights and responsibilities policies.
- Get more information upon request, such as on how our health plan works and a care provider's incentive plan, if they apply.

### Member responsibilities

Members should:

- Understand their benefits so they can get the most value from them.
- Show you their Medicaid member ID card.
- Prevent others from using their ID card.
- Understand their health problems and give you true and complete information.
- Ask questions about treatment.

- Work with you to set treatment goals.
- Follow the agreed-upon treatment plan.
- Get to know you before they are sick.
- Keep appointments or tell you when they cannot keep them.
- Treat your staff and our staff with respect and courtesy.
- Get any approvals needed before receiving treatment.
- Use the ER only during a serious threat to life or health.
- Notify us of any change in address or family status.
- Make sure you are in-network.
- Follow your advice and understand what may happen if they do not follow it.
- Give you and us information that could help improve their health.

Our member rights and responsibilities help uphold the quality of care and services they receive from you. The three primary member responsibilities as required by the National Committee of Quality Assurance (NCQA) are to:

- Supply information (to the extent possible) to UnitedHealthcare Community Plan and to you that is needed for you to provide care.
- Follow care to which they have agreed.
- Understand their condition and take part in developing mutually agreed-upon treatment goals, to the degree possible.

# Chapter 9: Medical Records



Looking for something?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

## Medical record charting standards

You are required to keep complete and orderly medical records, on paper or electronic format, which fosters efficient and quality member care. Members or their representative are entitled to one free copy of their medical record. Additional copies may be available at member cost. Medical records are generally kept for a minimum of five years unless federal requirement mandate a longer time frame (i.e., immunization and tuberculosis records required for lifetime).

You are subject to our periodic quality medical record review. The review could include any of the following items to determine compliance:

Topic	Contact
Confidentiality of Record	Office policies and procedures exist for: <ul style="list-style-type: none"><li>• Privacy of the member medical record.</li><li>• Initial and periodic training of office staff about medical record privacy.</li><li>• Release of information.</li><li>• Record retention.</li><li>• Availability of medical record if housed in a different office location.</li><li>• Process for notifying United Healthcare Community Plan upon becoming aware of a patient safety issue or concern.</li><li>• Coordination of care between medical and behavioral health care providers.</li></ul>
Record Organization and Documentation	<ul style="list-style-type: none"><li>• Have a policy that provides medical records upon request. Urgent situations require you to provide records within 48 hours.</li><li>• Maintain medical records in a current, detailed, organized and comprehensive manner. You must help ensure privacy when storing Medical records.</li><li>• Release only to entities as designated consistent with federal requirements.</li><li>• Keep in a secure area accessible only to authorized personnel.</li></ul>

Topic	Contact
Procedural Elements	<p><b>Medical records are readable*</b></p> <ul style="list-style-type: none"> <li>• Sign and date all entries.</li> <li>• Member name/identification number is on each page of the record.</li> <li>• Document language or cultural needs.</li> <li>• Medical records contain demographic data that includes name, identification numbers, date of birth, gender, address, phone number(s), employer, contact information, marital status and an indication whether the member’s first language is something other than English.</li> <li>• Procedure for monitoring and handling missed appointments is in place.</li> <li>• An advance directive is in a prominent part of the current medical record for adults 18 years and older, emancipated minors and minors with children. Adults 18 years and older, emancipated minors and minors with children are given information about advance directives.</li> <li>• Include a list of significant illnesses and active medical conditions.</li> <li>• Include a list of prescribed and over-the-counter medications. Review it annually.*</li> <li>• Document the presence or absence of allergies or adverse reactions.*</li> </ul>
History	<p>An initial history (for members seen three or more times) and physical is performed. It should include:</p> <ul style="list-style-type: none"> <li>• <b>Medical and surgical history*</b></li> <li>• A family history that includes relevant medical history of parents and/or siblings</li> <li>• A social history that includes information about occupation, living situations, education, smoking, alcohol use, and/or substance abuse use/history beginning at age 11</li> <li>• Current and history of immunizations of children, adolescents and adults</li> <li>• Screenings of/for:             <ul style="list-style-type: none"> <li>- Recommended preventive health screenings/tests</li> <li>- Depression</li> <li>- High-risk behaviors such as drug, alcohol and tobacco use; if present, advise to quit</li> <li>- Medicare members for functional status assessment and pain</li> <li>- Adolescents on depression, substance abuse, tobacco use, sexual activity, exercise and nutrition and counseling as appropriate</li> </ul> </li> </ul>

Topic	Contact
Problem Evaluation and Management	<p>Documentation for each visit includes:</p> <ul style="list-style-type: none"> <li>• Appropriate vital signs (Measurement of height, weight, and BMI annually)               <ul style="list-style-type: none"> <li>- <b>Chief complaint*</b></li> <li>- <b>Physical assessment*</b></li> <li>- <b>Diagnosis*</b></li> <li>- <b>Treatment plan*</b></li> </ul> </li> <li>• Tracking and referral of age and gender appropriate preventive health services consistent with Preventive Health Guidelines.</li> <li>• Documentation of all elements of age appropriate federal Early, Periodic, Screening, Diagnosis and Treatment (EPSDT).</li> <li>• Clinical decisions and safety support tools are in place to ensure evidence based care, such as flow sheets.</li> <li>• Treatment plans are consistent with evidence-based care and with findings/diagnosis:               <ul style="list-style-type: none"> <li>- Timeframe for follow-up visit as appropriate</li> <li>- Appropriate use of referrals/consults, studies, tests</li> </ul> </li> <li>• X-rays, labs consultation reports are included in the medical record with evidence of care provider review.</li> <li>• There is evidence of care provider follow-up of abnormal results.</li> <li>• Unresolved issues from a previous visit are followed up on the subsequent visit.</li> <li>• There is evidence of coordination with behavioral health care providers.</li> <li>• Education, including lifestyle counseling, is documented.</li> <li>• Member input and/or understanding of treatment plan and options is documented.</li> <li>• Copies of hospital discharge summaries, home health care reports, emergency room care, practitioner are documented.</li> </ul>

\*Critical element

# Medical record review

On a routine basis, we conduct a review of our members' medical records. We expect you to achieve a passing score of 85% or better. To achieve this score, the medical records you maintain should contain an initial health assessment, including a baseline comprehensive medical history. This assessment should be completed in less than two visits, with ongoing physical assessments occurring on following visits. It should also include:

- Problem list with:
  - Biographical data with family history.
  - Past and present medical and surgical intervention.
  - Significant medical conditions with date of onset and resolution.
  - Documentation of education/counseling regarding HIV pre- and post-test, including results.
- Entries dated and the author identified.
- Legible entries.
- Medication allergies and adverse reactions (or note if none are known).
- Easily known past medical history. This should include serious illnesses, injuries and operations (for members seen three or more times). For children and adolescents (18 years or younger), this includes prenatal care, birth, operations and childhood illnesses.
- Medication record, including names of medication, dosage, amount dispensed and dispensing instructions.
- Immunization record.
- Tobacco habits, alcohol use and substance abuse (12 years and older).
- Copy of advance directive, or other document as allowed by state law, or notate member does not want one.
- History of physical examination (including subjective and objective findings).
- Unresolved problems from previous visit(s) addressed in subsequent visits; Diagnosis and treatment plans consistent with finding.
- Lab and other studies as appropriate.
- Member education, counseling and/or coordination of care with other care providers.
- Notes regarding the date of return visit or other follow-up.

- Consultations, lab, imaging and special studies initialed by PCP to indicate review.
- Consultation and abnormal studies including follow-up plans.

Member hospitalization records should include, as appropriate:

- History and physical
- Consultation notes
- Operative notes
- Discharge summary
- Other appropriate clinical information
- Documentation of appropriate preventive screening and services
- Documentation of behavioral health assessment (CAGE-AID, TWEAK AND PHQ-9)



# Chapter 10: Quality Management (QM) Program and Compliance Information

## Key contacts

Topic	Link	Phone Number
Credentialing	Medical: Network Management Resource Team at <a href="mailto:Networkhelp@uhc.com">Networkhelp@uhc.com</a> Chiropractic: <a href="http://myoptumphysicalhealth.com">myoptumphysicalhealth.com</a>	877-842-3210
Fraud, Waste and Abuse (Payment Integrity)	<a href="http://uhc.com/fraud">uhc.com/fraud</a>	800-455-4521



Looking for something else?

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- In web view, type your keyword in the “what can we help you find?” search bar.

## What is the quality improvement program?

UnitedHealthcare Community Plan’s comprehensive Quality Improvement program falls under the leadership of the CEO and the chief medical officer. A copy of our Quality Improvement program is available upon request.

The program consists of:

- Identifying the scope of care and services given
- Developing clinical guidelines and service standards
- Monitoring and assessing the quality and appropriateness of services given to our members based on the guidelines
- Promoting wellness and preventive health, as well as chronic condition self-management
- Maintaining a network of care providers that meets adequacy standards
- Striving for improvement of member health care and services
- Monitoring and enhance patient safety
- Tracking member and care provider satisfaction and take actions as appropriate

As a participating care provider, you may offer input through representation on our Quality Improvement Committees and your provider services representative/provider advocate.

## Cooperation with Quality-Improvement Activities

You must comply with all quality-improvement activities. These include:

- Providing requested timely medical records.
- Cooperation with quality-of-care investigations. For example, responding to questions and/or completing quality-improvement action plans.
- Participation in quality audits, such as site visits and medical record standards reviews, and taking part in the annual Healthcare Effectiveness Data and Information Set (HEDIS®) record review.
- Requested medical records at no cost (or as indicated in your Agreement with us). You may provide records during site visits or by email or secure email.
- Practitioner appointment access and availability surveys.

We require your cooperation and compliance to:

- Allow the plan to use your performance data.
- Offer Medicaid members the same number of office hours as commercial members (or don’t restrict office hours you offer Medicaid members).

### Care provider satisfaction

Every year, UnitedHealthcare Community Plan conducts care provider satisfaction assessments as part of our quality improvement efforts. We assess and promote your satisfaction through:

- Annual care provider satisfaction surveys.
- Regular visits.
- Town hall meetings.

Our chief concern with the survey is objectivity. That's why UnitedHealthcare Community Plan engages independent market research firm Center for the Study of Services (CSS) to analyze and report findings.

Survey results are reported to our Quality Management Committee. It compares the results year over year as well as to other UnitedHealthcare Community Plan plans across the country. The survey results include key strengths and improvement areas. Additionally, we carry out improvement plans as needed.

### Clinical practice guidelines

UnitedHealthcare Community Plan has identified evidence-based clinical guidelines and resources to guide our quality and health management programs. We respect our network care providers. We appreciate the collaboration to promote better health, improve health outcomes and lower overall costs to offer our members. You are encouraged to visit [UHCprovider.com/cpg](http://UHCprovider.com/cpg) to view the guidelines, as they are an important resource to guide clinical decision-making.

### Credentialing standards

UnitedHealthcare Community Plan credentials and re-credentials you according to applicable Washington statutes and the National Committee of Quality Assurance (NCQA). The following items are required to begin the credentialing process:

- A completed credentialing application, including Attestation Statement
- Current medical license
- Current Drug Enforcement Administration (DEA) certificate
- Current professional liability insurance

We verify information from primary sources regarding licensure, education and training. We also verify board certification and malpractice claims history.

### Credentialing and recredentialing process

UnitedHealthcare Community Plan's credentialing and recredentialing process determines whether you are a good fit for the UnitedHealthcare Community Plan care provider network. You must go through the credentialing and recredentialing process before you may treat our members.

#### Care providers subject to credentialing and recredentialing

UnitedHealthcare Community Plan evaluates the following practitioners:

- MDs (Doctors of Medicine)
- DOs (Doctors of Osteopathy)
- DDSs (Doctors of Dental Surgery)
- DMDs (Doctors of Dental Medicine)
- DPMs (Doctors of Podiatric Surgery)
- DCs (Doctors of Chiropractic)
- CNMs (Certified Nurse Midwives)
- CRNPs (Certified Nurse Practitioners)
- Behavioral Health Clinicians (Psychologists, Clinical Social Workers, Masters Prepared Therapists)

Excluded from this process are practitioners who:

- Practice only in an inpatient setting,
- Hospitalists employed only by the facility; and/or
- NPs and PAs who practice under a credentialed UnitedHealthcare Community Plan care provider.

#### Health facilities

Facility providers such as hospitals, home health agencies, SNFs and ambulatory surgery centers are also subject to applicable credentialing and licensure requirements.

Facilities must meet the following requirements or verification:

- State and federal licensing and regulatory requirements and NPI number.

- Have a current unrestricted license to operate.
- Have been reviewed and approved by an accrediting body.
- Have malpractice coverage/liability insurance that meets contract minimums.
- Agree to a site visit if not accredited by the Joint Commission (JC) or other recognized accrediting agency.
- Have no Medicare/Medicaid sanctions.

UnitedHealthcare Community Plan does not make credentialing and recredentialing decisions based on race, ethnic/ national identity, gender, age, sexual orientation or the type of procedure or patient in which the practitioner specializes.

The National Credentialing Center (NCC) completes these reviews. Find applications on the Council for Affordable Quality Healthcare (CAQH) website.



Go to [UHCprovider.com/join](https://UHCprovider.com/join) to submit a participation request.

Submit the following supporting documents to CAQH after completing the application:

- Curriculum vitae
- Medical license
- DEA certificate
- Malpractice insurance coverage
- IRS W-9 Form

## Peer review

### Credentialing process

A peer review committee reviews all credentialing applications and makes a final decision. The decisions may not be appealed if they relate to mandatory criteria at the time of credentialing. We will notify you of the decision in writing within 60 calendar days of the review.

### Recredentialing process

UnitedHealthcare Community Plan recredentials practitioners every three years. This process helps assure you update time-limited documentation and

identify legal and health status changes. We also verify that you follow UnitedHealthcare Community Plan's guidelines, processes and care provider performance standards. You are notified before your next credentialing cycle to complete your application on the CAQH website. Not responding to our request for recredentialing information results in administrative termination of privileges as a UnitedHealthcare Community Plan care provider. You have three chances to answer the request before your participation privileges are terminated.

### Performance review

As part of the recredentialing process, UnitedHealthcare Community Plan looks in its Quality Management database for information about your performance. This includes member complaints and quality of care issues.

### Applicant rights and notification

You have the right to review information you submitted to support your credentialing/recredentialing application. This excludes personal or professional references or peer review protected information. You have the right to correct erroneous information you find. Submit updated information directly to your CAQH credentialing application. If the NMRT finds erroneous information, a representative will contact you by phone or in writing. You must submit corrections within 30 days of notification by phone, or in writing to the number or address the NMRT representative provided.

You also have the right to receive your credentialing application status. Please email us at [networkhelp@uhc.com](mailto:networkhelp@uhc.com). Include your full name, NPI, TIN and brief description of the request. A UnitedHealthcare representative will be in touch with you within two business days from when we receive your request.

### Confidentiality

All credentialing information collected during the review process is kept confidential. It is only shared with your approval or as required by law with those involved in the credentialing process.

## Resolving disputes

### Contract concerns

If you have a concern about your Agreement with us, send a letter to:

**UnitedHealthcare Community Plan**  
P.O. Box 31361  
Salt Lake City, UT 84131-0361

A representative will work to resolve the issue with you. If you disagree with the outcome of this discussion, please follow the dispute resolution provisions of your Provider Agreement.

If your concern is about a UnitedHealthcare Community Plan procedure, such as the credentialing or Care Coordination process, we will resolve it by following the procedures in that plan. If you are still dissatisfied, please follow the dispute resolution provisions in your Provider Agreement.

If we have a concern about our Agreement with you, we will send you a letter. If the issue can't be resolved this way, please follow the dispute resolution provisions in your Provider Agreement.

If a member has authorized you in writing to appeal a clinical or coverage determination on their behalf, that appeal follows the member appeals process as outlined in the Member Handbook and [Chapter 12](#) of this manual.

## HIPAA compliance – your responsibilities

### Health Insurance Portability and Accountability Act

The Health Insurance Portability and Accountability Act (HIPAA) of 1996 aims to improve the efficiency and effectiveness of the United States health care system. While the Act's core goals were to maintain insurance coverage for workers and fight health care fraud and abuse, its Administrative Simplification provisions have had the greatest impact on how the health care industry works. UnitedHealthcare Community Plan is a "covered entity" under these regulations.

### Transactions and code sets

If you conduct business electronically, submit claims using the standard formats adopted under HIPAA. Otherwise, submit claims using a clearinghouse.

### Unique identifier

HIPAA also requires unique identifiers for employers, care providers, health plans and individuals for use in standard transactions.

### National Provider Identifier

The NPI is your standard unique identifier. It is a 10-digit number with no embedded intelligence that covered entities must accept and use in standard transactions. While HIPAA only requires you to use the NPI in electronic transactions, many state agencies require it on fee-for-service claims and on encounter submissions. For this reason, UnitedHealthcare Community Plan requires the NPI on paper transactions.

The NPI number is issued by the National Plan and Provider Enumeration System (NPPES). Share it with all affected trading partners, such as care providers to whom you refer patients, billing companies and UnitedHealthcare Community Plan.

### Privacy of individually identifiable health information

The privacy regulations limit how health plans, pharmacies, hospitals and other covered entities can use members' medical information. The regulations protect medical records and other identifiable health information. This includes electronic, paper or spoken data.

They enhance consumers' rights by giving them access to their health information and controlling its inappropriate use. They also improve health care delivery by extending the privacy efforts of states and health systems to a national level.

## Security

Covered entities must meet basic security measures:

- Help ensure the confidentiality, integrity and availability of all electronic protected health information (PHI) the covered entity creates,
- Protect against any reasonably anticipated threats, uses or disclosures of information not permitted or required under the Privacy Regulations, and
- Help ensure compliance with the security regulations by the covered entity's staff.

UnitedHealthcare Community Plan expects you to comply with all HIPAA regulations.



Find additional information on HIPAA regulations at [cms.hhs.gov](https://www.cms.hhs.gov).

## Ethics and integrity

UnitedHealthcare Community Plan is dedicated to conducting business honestly and ethically with you, members, suppliers and government officials and agencies. Making sound decisions as we interact with you, other care providers, regulators and others is necessary for our continued success and that of our business associates. It's also the right thing to do.

## Compliance program

As a segment of UnitedHealth Group, UnitedHealthcare Community Plan is governed by the UnitedHealth Group Ethics and Integrity program. The UnitedHealthcare Community Plan Compliance program incorporates the required seven elements of a compliance program as outlined by the U.S. Sentencing Guidelines:

- Oversight of the Ethics and Integrity program.
- Development and implementation of ethical standards and business conduct policies.
- Creating awareness of the standards and policies by educating employees.
- Assessing compliance by monitoring and auditing.
- Responding to allegations of violations.
- Enforcing policies and disciplining confirmed misconduct or serious neglect of duty.

- Reporting mechanisms for workers to alert management and/or the Ethics and Integrity program staff to violations of law, regulations, policies and procedures, or contractual obligations.

UnitedHealthcare Community Plan has compliance officers for each health plan. In addition, each health plan has a compliance committee consisting of senior managers from key organizational areas. The committee provides program direction and oversight.

## Reporting and auditing

Report any unethical, unlawful or inappropriate activity by a UnitedHealthcare Community Plan employee to a UnitedHealthcare Community Plan senior manager or directly to the Compliance Office.

UnitedHealthcare Community Plan's Special Investigations Unit (SIU) is an important part of the Compliance program. The SIU focuses on prevention, detection and investigation of potentially fraudulent and abusive acts committed by care providers and members. This department oversees coordination of anti-fraud activities.



To facilitate the reporting process of questionable incidents involving members or care providers, file a report at [uhc.com/fraud](https://www.uhc.com/fraud) or call our [Fraud and Abuse line](#).

Please refer to the Fraud, Waste and Abuse section of this manual for additional details about the UnitedHealthcare Community Plan Fraud, Waste and Abuse program.

An important aspect of the Compliance program is assessing high-risk areas of UnitedHealthcare Community Plan operations and implementing reviews to help ensure compliance with law, regulations and policies/contracts. When informed of potentially inappropriate or fraudulent practices within the plan or by you, UnitedHealthcare Community Plan will conduct an investigation. You must cooperate with the company and government authorities. This means giving access to pertinent records (as required by your applicable Provider Agreement and this manual) as well as access to office staff. If we establish activity in violation of law or regulation, we will advise appropriate governmental authorities.



If you become the subject of a government inquiry or investigation, or a government agency requests documents relating to your operations (other than a routine request for documentation), you must provide UnitedHealthcare Community Plan with the details. You must also reveal what triggered the inquiry.

### Extrapolation audits of corporate-wide billing

UnitedHealthcare Community Plan will work with the State of Washington to perform “individual and corporate extrapolation audits.” This may affect all programs supported by dual funds (state and federal funding) as well as state-funded programs, as requested by the HCA, including Washington Apple Health programs.

### Record retention, reviews and audits

You must maintain an adequate record-keeping system for recording services, charges, dates and all other commonly accepted information for services rendered to our members. Records must be kept for at least 10 years from the close of the Washington Apple Health program agreement between the state and UnitedHealthcare Community Plan or another period as required by law. If records are under review, they must be retained until the audit is complete. UnitedHealthcare Community Plan and its affiliated entities will request and obtain prior approval from you for the records under review or inspection. You agree to refund the state any overpayment disclosed by any such audit.

If any litigation, claim, negotiation, audit or other action involving the records has been started before the 10-year period ends, you agree to keep the records until one year after the resolution of all issues that come from it. The state may also perform financial, performance and other special audits on such records during business hours throughout your Provider Agreement.

To help ensure members receive quality services, you must also comply with requests for on-site reviews conducted by the state. During these reviews, the state will address your capability to meet Washington program standards.

You must cooperate with the state or any of its authorized representatives, the Washington HCA, the Centers for Medicare & Medicaid Services, the Office of Inspector General, General Accountability Office, the Office of Management and Budget, or any other agency

prior-approved by the state, at any time during your Provider Agreement.

These entities may, at all reasonable times, enter your premises. You agree to allow access to and the right to audit, monitor and examine any relevant books, documents, papers and records to otherwise evaluate (including periodic information systems testing) your performance and charges.

We will perform reviews and audits without delaying your work. If you refuse to allow access, this will constitute a breach of your Provider Agreement.

### Delegating and subcontracting

If you delegate or subcontract any function, the delegate or subcontractor must include all requirements of your applicable Provider Agreement and this manual.

In addition to UnitedHealthcare Community Plan’s termination rights under your Provider Agreement, UnitedHealthcare Community Plan has the right to revoke any functions or activities UnitedHealthcare Community Plan delegates to you under your Provider Agreement, or impose sanctions consistent with UnitedHealthcare Community Plan’s contract if, in UnitedHealthcare Community Plan’s reasonable judgment, your performance under the Provider Agreement is inadequate. UnitedHealthcare Community Plan has the right to suspend, deny, refuse to renew or terminate you in accordance with the terms of the state contract and applicable law and regulation.

## Office site quality

UnitedHealthcare Community Plan and affiliates monitor complaints for quality of care (QOC) and services concerning participating care providers and facilities. Complaints about you or your site are recorded and investigated. We conduct appropriate follow-up to assure that members receive care in a safe, clean and accessible environment. For this reason, UnitedHealthcare Community Plan has set Clinical Site Standards for all PCP office sites to help ensure facility quality.

UnitedHealthcare Community Plan requires you and your facilities meet the following site standards:

- Clean and orderly overall appearance.
- Available handicapped parking.
- Handicapped accessible facility.



- Available adequate waiting room space
- Adequate exam room(s) for providing member care.
- Privacy in exam room(s).
- Clearly marked exits.
- Accessible fire extinguishers.
- Post file inspection record in the last year.

Tax credits are available for certain care providers who complete physical improvements to meet ADA accessibility standards. These care providers must qualify as small businesses with up to 30 full-time employees or less than \$1 million in gross revenue. These credits range from \$250 to \$10,250. Tax deductions are available up to \$15,000 per year for expenses associated with the removal of barriers. We may conduct periodic site visits to identify PCP offices that meet ADA standards. If a PCP is planning to relocate an office, we may perform a site visit before members receive care at the new location.

### Criteria for site visits

The following table outlines the criteria used to require a site visit. When the threshold is met, we conduct a site visit according to UnitedHealthcare Community Plan policy.

QOC Issue	Criteria	Threshold
Issue may pose a substantive threat to patient's safety	Access to facility in poor repair to pose a potential risk to patients Needles and other sharps exposed and accessible to patients Drug stocks accessible to patients Other issues determined to pose a risk to patient safety	One complaint
Issues with physical appearance, physical accessibility and adequacy of waiting and examination room space	Access to facility in poor repair to pose a potential risk to patients Needles and other sharps exposed and accessible to patients Drug stocks accessible to patients Other issues determined to pose a risk to patient safety	Two complaints in six months
Other	All other complaints concerning the office facilities	Three complaints in six months

# Chapter 11: Billing and Submission

## Key contacts

Topic	Link	Phone Number
Claims	<a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a>	866-633-4449
National Plan and Provider Enumeration System (NPPES)	<a href="https://nppes.cms.hhs.gov">nppes.cms.hhs.gov</a>	800-465-3203
EDI	<a href="https://UHCprovider.com/EDI">UHCprovider.com/EDI</a>	866-633-4449
Behavioral Health Invoicing	<a href="mailto:wa_imc_finance@uhc.com">wa_imc_finance@uhc.com</a>	877-542-9231



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

## Our claims process

UnitedHealthcare Community Plan follows the same claims process as UnitedHealthcare.



For claims, billing and payment questions, go to [UHCprovider.com](https://UHCprovider.com).

For a complete description of the process, go to [UHCprovider.com/guides](https://UHCprovider.com/guides) > View online version > Chapter 10 Our Claims Process.

Bill all behavior health claims based on the HCA’s IMC Service Encounter Reporting Instructions (SERI) on [hca.wa.gov](https://hca.wa.gov) > Billers, providers, and partners > Programs & services > Behavioral health and recovery > Contractor and provider resources > [Service Encounter Reporting Instructions \(SERI\)](#).

## Claims: From submission to payment



- 1** You submit EDI claims to a clearinghouse or paper claims to us. We scan paper claims.
- 2** All claims are checked for compliance and validated.
- 3** Claims are routed to the correct claims system and loaded.
- 4** Claims with errors are manually reviewed.
- 5** Claims are processed based on edits, pricing and member benefits.
- 6** Claims are checked, finalized and validated before sending to the state.
- 7** Adjustments are grouped and processed.
- 8** Claims information is copied into data warehouse for analytics and reporting.
- 9** We make payments as appropriate.



### Claims reconsideration and appeals

If you think we processed your claim incorrectly, please see the Claims Reconsiderations, Appeals and Grievances chapter in this manual for next steps.

# National Provider Identifier

HIPAA requires you have a unique NPI. The NPI identifies you in all standard transactions.



If you have not applied for a NPI, contact [National Plan and Provider Enumeration System \(NPPES\)](#). Once you have an identifier, report it to UnitedHealthcare Community Plan. Call [Provider Services](#).

Your clean claims must include your NPI and federal TIN.

## General billing guidelines

We only consider reimbursing claims if you met billing and coverage requirements. Submitting a referral does not guarantee we will pay you. Payment depends on the member's coverage on the date(s) of service, medical necessity, plan rules about limitations and exclusions, and UnitedHealthcare Community Plan policies. We don't reimburse excessive, inappropriate or non-covered charges. To comply with applicable standards, policies and law, we may adjust previous payments for services and audit claims. We may seek reimbursement for overpayments or offset future payments as allowed by law.

## Fee schedule

Reimbursements also depend on the fee schedule and the procedure performed. Refer to your bulletins for correct coding.

## Modifier codes

Use the appropriate [modifier codes](#) on your claim form. The modifier must be used based on the date of service.

## Administrative days

Administrative days are days of an inpatient hospital stay when an acute inpatient or observational level of care is no longer medically necessary. When billing for administrative days, please bill on a separate claim using appropriate revenue codes. A separate authorization for the administrative days is required in addition to the initial acute care or observation level of care authorization(s).

Claims for administrative days for patients waiting to be discharged to home or to a location other than a skilled nursing facility require the appropriate discharge reason. However, they do not require an occurrence span code.

## Member ID card for billing

The member ID card has both the UnitedHealthcare Community Plan member ID and the state Document Control Number (DCN). UnitedHealthcare Community Plan prefers you bill with the member ID.

## Acceptable claim forms

UnitedHealthcare Community Plan only processes claims submitted on CMS 1500 and UB-04 claim forms.

Use the 02/12 CMS 1500 form for ancillary services, ambulatory surgery centers, urgent care centers and hospital services.

Use the UB-04 form for hospital inpatient and outpatient services, dialysis services, skilled nursing homes, inpatient services, long-term care facilities, hospice services and other facility services.

## Washington state Medicaid prepayment and case rate invoicing, encounter and reimbursement guidance

The following requirements supersede those outlined in our prepayment and case rate Agreement and Amendments as of the date of this publication.

When UnitedHealthcare Community Plan reimburses for Washington State Apple Health (Medicaid) members using a prepayment and/or case rate payment methodology, the following applies.

### Invoicing for prepayment

- Submit a monthly invoice by the 30th calendar day following the end of the service month for all behavioral health services covered under the prepayment methodology.

- For “Monthly Population-Based Payment”: Detail on the invoice each program and UnitedHealthcare Community Plan proportional share of utilization as applicable. Provide a list of members served by each program.
- For “Per Member Per Month Payment”: Detail on the invoice each demographic group as applicable, per member per month (PMPM) rate for each demographic group. Also provide a list of members in each demographic group/ZIP code.
- Submit a UnitedHealthcare Community Plan-issued invoice template using our form to [wa\\_imc\\_finance@uhc.com](mailto:wa_imc_finance@uhc.com).

### Invoicing for case rates

- Case rates are on a per unduplicated member per month basis for members served for the particular case rate.
- Case rates are all-inclusive of professional services.
- Submit all invoices by the fifth calendar day following the end of the service month to [wa\\_imc\\_finance@uhc.com](mailto:wa_imc_finance@uhc.com).
- Submit encounter data for each UnitedHealthcare Community Plan member for which the case rate is paid as described in the invoicing section.

### Encounter submission for prepayment and case rates

- For services contracted using prepayment or case rate reimbursement, submit service encounter data for each service rendered during the service month.
- Report encounters monthly and within 30 days from the end of each month. For example, if you render services in January, the encounter data is due by March 1. We will reject original encounters received beyond this time limit. In addition to the reporting frequency for original encounters, we will reject revised encounters submitted more than 180 days beyond the original date of service.
- If you do not submit encounter data within this time frame, UnitedHealthcare Community Plan may take corrective action. This may include withholding future payment or terminating the contract.

### Certification of encounter data

You are responsible for providing complete, accurate and timely encounter information. All care providers must implicitly attest to the accuracy and completeness of their submitted encounter data with each file upload. We may perform routine medical record chart audits to verify the completeness and accuracy of the encounter submissions.

### Payment reconciliation of prepayment

- Only accepted encounters are used in the valuation of services rendered by each care provider against prepayments made by UnitedHealthcare Community Plan.
- We make reconciliation payments for each quarter. If a care provider’s agreement or amendment begins before the next regular quarter, the reconciliation will not occur until after the close of the next regular quarter.
- Within 120 days after the end of each calendar quarter, we reconcile prepayment amounts to accepted encounters. We apply a relativity factor to the published unit cost for each code. The relativity factor will be derived based on the average variance between the reimbursement for all care providers in the service area and the published unit cost weighted by the utilization from the previous calendar year. The factor is updated only once per calendar year. Rates are developed individually for the following three service areas and are applicable to services rendered by care providers within the respective service area:
  - Pierce
  - North Sound
  - Salish, Thurston-Mason, and Great Rivers
- After the quarterly reconciliation, if our quarterly prepayment amount is less than the value of the services rendered, we reimburse the care provider in the next monthly prepayment. If the value of services is less than the quarterly total of payments we made to the care provider, we withhold the overpayment and prorate it over the next three monthly prepayments.

## Clean claims and submission requirements

Complete a CMS 1500 or UB-04 form whether you submit an electronic or a paper claim. Clean claims have:

- A health service provided by an eligible care provider to a covered UnitedHealthcare Community Plan member.
- All the required documentation, including correct diagnosis and procedure codes.
- The correct amount claimed.

We may require additional information for some services, situations or state requirements.

**Submit any services completed by NPs or PAs who are part of a collaborative agreement. Use their tax ID and NPI, and we will process the claims just like other physicians’.**

## Care provider coding

UnitedHealthcare Community Plan complies with Early and Periodic Screening, Diagnostic and Treatment (EPSDT) state standards based on claims data and chart review. Use the UnitedHealthcare ICD-10-CM Code Lookup Tool to find an ICD-9 or ICD-10 code.

## Date spans

Exact dates of service are required when the claim spans a period of time. Please indicate the specific dates of service in Box 24 of the CMS 1500, Box 45 of the UB-04, or the Remarks field. This will eliminate the need for an itemized bill and allow electronic submission.

## Electronic claims submission and billing

You may submit claims by electronic data interchange (EDI). EDI offers less paperwork, reduced postage, less time spent handling claims and faster turnaround.

- All claims are set up as “commercial” through the clearinghouse.
- Our payer ID is 87726.
- Clearinghouse Acknowledgment Reports and Payer-Specific Acknowledgment Reports identify claims that don’t successfully transmit.

- We follow CMS National Uniform Claim Committee (NUCC) and National Uniform Billing Committee (NUBC) guidelines for CMS 1500 and UB-04 forms.



For more information, contact [EDI Claims](#).

## EDI companion documents

UnitedHealthcare Community Plan’s companion documents are intended to share information within Implementation Guides (IG) adopted by HIPAA. The companion documents identify the data content requested when it is electronically transmitted. UnitedHealthcare Community Plan uses companion documents to:

- Clarify data content that meets the needs of the health plan’s business purposes when the IG allows multiple choices.
- Provide values the health plan will return in outbound transactions.
- Outline which situational elements the health plan requires.

The companion document provides general information and specific details pertinent to each transaction. These documents should be shared with your software vendor for any programming and field requirements.



The companion documents are located on [UHCprovider.com/edi](https://www.uhcprovider.com/edi) > Go to companion guides

## Clearinghouse and status reports

Software vendor reports only show the claim left your office and was either accepted or rejected. They don’t confirm the claim status. Acknowledgment reports confirm the information you sent has been received. Review your reports, clearinghouse acknowledgment reports and the status reports to reduce processing delays and timely filing penalties.



For clearinghouse options, use our Electronic Data Exchange (EDI) at [UHCprovider.com](https://UHCprovider.com) > Resources > Resource Library > [EDI Clearinghouse Options](#).

## e-Business support

Call Provider Services for help with online billing, claims, Electronic Remittance Advices (ERAs), Electronic Funds Transfers (EFTs).

For all of our claims and payment options, such as business support and EDI claims, go to Chapter 1 under Online Services.

To find out more about EDI online, go to [UHCprovider.com](https://UHCprovider.com) > Resources > Resource Library > [Electronic Data Interchange](#).

## Electronic payment solutions: Optum Pay

UnitedHealthcare has launched the replacement of paper checks with electronic payments and will no longer be sending paper checks for payment. You will have the option of signing up for Automated Clearing House (ACH)/direct deposit, our preferred method of payment, or to receive a Virtual Card payment (Virtual Card). The only alternative to a Virtual Card is direct deposit. Both of these options allow you to get paid quickly and securely.

### Why choose ACH/direct deposit?

- Direct deposit puts payment directly into your bank account
- Easy and fast way to get paid
- Improved financial control; no paper checks or remittance information to lose or misplace
- Ability to track information on online portal

### What does this mean to you?

- If your practice/health care organization is still receiving paper checks, you can enroll in ACH/direct deposit for your claim payments now. If you

don't elect to sign up for ACH/direct deposit, a Virtual Card will be automatically sent in place of paper checks.

- To sign up for the ACH/direct deposit option, go to [UHCprovider.com/payment](https://UHCprovider.com/payment).
- If your practice/healthcare organization is already enrolled and receiving your claim payments through ACH/direct deposit from Optum Pay™ or receiving Virtual Cards there is no action you need to take.
- If you do not enroll in ACH/direct deposit and currently receive your correspondence electronically, your remittance and Virtual Card statement will be available online through Document Library.
- Exclusions may apply in certain states or markets where paper checks will remain the primary method of payment. For more information on virtual cards and exclusions, go to [UHCprovider.com/payment](https://UHCprovider.com/payment).

All regulated entities have a Management Agreement with United HealthCare Services, Inc. (UHS), under which UHS provides a whole host of administrative services (many of which are provided to UHS by an Optum entity and then passed through to the regulated entities), including those of a financial nature. Those agreements are filed with the DOI in the regulated entity's state of domicile for approval.

## Completing the CMS 1500 Claim form



Companion documents for 837 transactions are on [UHCprovider.com](https://UHCprovider.com). Click Resources, then Resource Library to find the EDI section.

Visit the [National Uniform Claim Committee](https://www.nucm.org) website to learn how to complete the CMS 1500 form.

## Completing the UB-04 form

Bill all hospital inpatient, outpatient and ER services using revenue codes and the [UB-04 claim form](#):

- Include ICD CM diagnosis codes.
- Identify other services by the CPT/HCPCS and modifiers.



## Claim form reminders

- Include the following on all claim forms:
  - Member's name, Medicaid ID number and date of birth
  - Your federal TIN
  - Your NPI (unique NPI's for rostered clinicians)
- Use nationally recognized CMS Correct Coding Initiative (CCI) standards.
- Note the attending care provider name and identifiers for the member's medical care and treatment on institutional claims for services other than non-scheduled transportation claims.
- Send the referring care provider NPI and name on outpatient claims when this care provider is not the attending physician.
- Include the attending care provider's NPI in the Attending Provider Name and Identifiers Fields (UB-04 FL76 or electronic equivalent) of your claims.
- Behavioral health care providers can bill using multiple site-specific NPIs.

## Subrogation and coordination of benefit

Our benefits contracts are subject to subrogation and coordination of benefits (COB) rules:

- **Subrogation:** We may recover benefits paid for a member's treatment when a third party causes the injury or illness.
- **COB:** We coordinate benefits based on the member's benefit contract and applicable regulations. We do this during claims adjudication.

All other health insurance, including Medicare and Tricare, are primary over Medicaid. Medicaid is only primary to any Tribal Health coverage unless the member is employed by a tribe and is self-insured. When billing UnitedHealthcare Community Plan, submit the primary payer's Explanation of Benefits (EOB) or remittance advice with the claim.

HCA enrolls some fee-for-service Apple Health members who have other primary health insurance. **The HCA covers some members under the fee-for-service Apple Health program, such as dual-eligible members whose primary insurance is Medicare.**

This means:

- Affected members will have three ID cards: a ProviderOne card, a primary insurance card, and a UnitedHealthcare Community Plan card.
- You must verify eligibility. To verify enrollee COB, please verify with UnitedHealthcare, not ProviderOne.
- If you bill us as a secondary payer, we will not require prior authorization. However, if the member's primary health insurance does not cover the service, you must follow our requirements.
- When COB payment is equal to or more than the allowable rate, the primary insurance has no patient responsibility, and the claim is paid in full, we require no additional payment.
- When COB payment is equal to or less than allowable rate with a patient responsibility from the primary insurance, we reimburse the patient responsibility up to the allowable rate.
- When the COB payment is less than primary's allowable rate for services performed, we pay for the difference between the primary payment and our allowable rate.
- Claims received with pediatric preventive, private duty nursing procedure codes and ABA procedure codes follow our Pay & Chase policy.
- We may bill or adjust claims with COB within 30 months of the initial process date.
- We pursue, negotiate and settle TPL/subrogation recoveries.

We will terminate COB/TPL information in our system for any member identified with good cause so claims process as primary.

### Opioid treatment benefit

As of Jan. 1, 2020 CMS covers opioid treatment benefit (OTP) services for Medicare certified OTP providers. These services are codes G2067 – G2080. These services include MAT, toxicology testing, and counseling as authorized under SUPPORT Act and final rule CMS-1715-F.

UnitedHealthcare Community Plan may have these members dually enrolled in our Medicare DSNP and our BHSO Medicaid plans. UnitedHealthcare Community Plan will coordinate and crosswalk any claims billed for OTP services with a Medicare EOB attached to their claims to their Medicaid coverage, as appropriate.

We will continue to pay as primary while care providers are enrolling with Medicare. You need to notify UnitedHealthcare Community Plan upon Medicare-approved enrollment.

### Medicare crossover claims

The HCA Medicaid program requires additional information to successfully submit Medicare crossover claims through direct data entry for professional claims. You must enter Medicare information at both the claim level and the line level. When entering Medicare information at the claim level, check that the amounts entered are the sum of the amounts entered at the line level.

### BHSO coverage for professional services

#### Billing for BHSO members

If the member is covered by the BHSO plan, the HCA ProviderOne system determines if payment responsibility belongs to HCA or the MCO (medical or behavioral health). For professional services, payment is based off billing taxonomy.

UnitedHealthcare Community Plan reimburses Community Mental Health Center providers with taxonomies 251S00000X or 261QM0801X. The MCO pays the following SUD services billing taxonomies:

- 261QR0405X
- 261QM2800X
- 324500000X
- 3245S0500X
- 261QM3000X
- 2083P0901X

For other billing taxonomies HCA considers to be for lower acuity services will process and pay as a medical claim regardless of diagnosis. Bill these directly to the HCA.

### Hospital and clinic method of billing professional services

Hospital and clinics must bill for professional services bill on a CMS 1500. The servicing provider's name is placed in box 31, and the servicing provider's group NPI number is placed in box 33a.

### Global days

Global days include the billable period involving pre-operative visits, the procedure itself, and post-operative visits in which the care provider performs all necessary services. The visits must be performed by the same or another care provider reporting the same TIN in either an inpatient hospital, outpatient hospital, ambulatory surgical center (ASC), or physician's office.

For reimbursement, we follow CMS guidelines and the National Physician Fee Schedule (NPF) Relative Value File to determine global days values. To learn more about billing for global days and their values, read our global days policy on [UHCprovider.com](http://UHCprovider.com) > Resources > Plans, Policies, Protocols and Guides > For Community Plans > Reimbursement Policies for Community Plan > [Global Days Policy, Professional - Reimbursement Policy - UnitedHealthcare Community Plan](#).

### Correct Coding Initiative

UnitedHealthcare Community Plan performs coding edit procedures based on the Correct Coding Initiative (CCI) and other nationally recognized sources.

#### Comprehensive and component codes

Comprehensive and component code combination edits apply when a code pair(s) appears to be related. These edits can be further broken down to explain the bundling rationale. Some of the most common causes for denials in this category are:

- **Separate procedures:** Only report these codes when performed independently:
- **Most extensive procedures:** You can perform some procedures with different complexities. Only report the most extensive service.

- **With/without services:** Don't report combinations where one code includes and the other excludes certain services.
- **Medical practice standards:** Services part of a larger procedure are bundled.
- **Laboratory panels:** Don't report individual components of panels or multichannel tests separately.

## Evidence-based practice codes

Evidence-Based Practice (EBP) codes are identifiers on a claim or encounter used in research to improve children's public mental health care provided by licensed or certified mental health care providers to children ages 18 and younger in Washington.

The rules for coding and submitting EBPs under Apple Health IMC are:

- Report the EBP code as a nine-digit number beginning with 860. The next three digits must represent the appropriate EBP code as outlined in the Evidence-Based Practices Reporting Guide. The last three digits must be reported as 000.  
Example: Use 860163000 when reporting Child-Parent Psychotherapy.
- Report one EBP code per encounter in the 2300 REF02 Prior Authorization field of the standard 837 file submission.
- Include the G1 qualifier (prior authorization) in the REF01 field.
- Include the nine-digit EBP code in the REF02 field.  
Example: REF\*G1\*860163000

Please review the Evidence-Based and Research-Based Practices page on [hca.wa.gov](https://hca.wa.gov) for reporting guides and other resource information.

## Clinical Laboratory Improvements Amendments

Submit your laboratory claims with the Clinical Laboratory Improvements Amendments (CLIA) number. In box 23 of the CMS 1500 claim form, enter the 10-digit CLIA certification number for laboratory services billed by an entity performing CLIA-covered procedures.

If you bill electronically, report the CLIA number in Loop 2300 or 2400, REF/X4,02. For more information about

the CLIA number, contact the CMS CLIA Central Office at 410-786-3531 or go to the [cms.gov](https://cms.gov).

## Billing multiple units

When billing multiple units:

- If the same procedure is repeated on the same date of service, enter the procedure code once with the appropriate number of units.
- The total bill charge is the unit charge multiplied by the number of units.

## Billing guidelines for obstetrical services

Follow this reporting procedure when submitting obstetrical delivery claims. Otherwise, we will deny the claim:

- If billing for both delivery and prenatal care, use the date of delivery.
- Use one unit with the appropriate charge in the charge column.

## Billing guidelines for transplants

The Department of Health and Human Services covers medically necessary, non-experimental transplants. UnitedHealthcare Community Plan covers the transplant evaluation and work-ups. Get prior authorization for the transplant evaluation. Gather all required referrals and evaluations to complete the pre-transplant evaluation process once the member is a possible candidate.

## National Drug Code

Claims must include:

- National Drug Code (NDC) and unit of measurement for the drug billed.
- HCPCS/CPT code and units of service for the drug billed.
- Actual metric decimal quantity administered.

Submit the NDC on all claims with procedure codes for care provider-administered drugs in outpatient clinical settings. The claims must show the NDC that appears on the product. Enter the identifier N4, the 11-digit NDC code,

unit/basis of measurement qualified, and metric decimal quantity administered. Include HCPCS/CPT codes.

### Medical necessity

UnitedHealthcare Community Plan only pays for medically necessary services. See Chapter 4 for more information about medical necessity.

### Place of Service codes

Go to [CMS.gov](https://www.cms.gov) for Place of Service codes.

### Asking about a claim

You can ask about claims through UnitedHealthcare Community Plan Provider Services and the UnitedHealthcare Community Plan Provider Portal. To access the portal, go to [UHCprovider.com](https://UHCprovider.com). Follow the instructions to get a user ID. You will receive your user ID and password within 48 hours.

#### Provider Services

Provider Services helps resolve claims issues. Have the following information ready before you call:

- Member's ID number
- Date of service
- Procedure code
- Amount billed
- Your ID number
- Claim number

Allow Provider Services 45 days to solve your concern. Limit phone calls to five issues per call.

#### UnitedHealthcare Community Plan Provider Portal

You can view your online transactions with by signing in at [UHCprovider.com](https://UHCprovider.com) with your One Healthcare ID. This portal offers you with online support any time. If you are not already registered, you may do so on the website.

The Provider Portal also lets you move quickly between applications. This helps you:

- Check member eligibility.
- Submit claims reconsiderations.
- Review coordination of benefits information.
- Use the integrated applications to complete multiple transactions at once.
- Reduce phone calls and paperwork.

You can even customize the screen to put these common tasks just one click away. See more in [Chapter 1](#).

### Resolving claim issues



To resolve claim issues, contact [Provider Services](#), use Provider Portal or resubmit the claim by mail.

Mail paper claims and adjustment requests to:

**UnitedHealthcare Community Plan**  
P.O. Box 31361  
Salt Lake City, UT 84131-0361

Allow up to 30 days for UnitedHealthcare Community Plan to remit payment for initial claims and adjustment requests.

#### Paper claims

Submit a screen shot from your accounting software that shows when you submitted the claim. The screen shot must show the correct:

- Member name.
- Date of service.
- Claim date submission (within the timely filing period).

#### Timely filing

Timely filing issues may occur if members give the wrong insurance information when you treat them. This results in receiving:

- A denial/rejection letter from another carrier.
- Another carrier's EOB.
- A letter from another insurance carrier or employer group saying that the member either has no coverage or had their coverage terminated before the date of service.

All of the above must include documentation the claim is for the correct member and the correct date of service. A submission report alone is not considered proof of timely filing for electronic claims. They must be accompanied by an acceptance report.

The date on the other carrier's payment correspondence starts the timely filing period for submission to UnitedHealthcare Community Plan.

To be timely, you must submit the claim within the timely filing period from the date on the other carrier's correspondence. If we receive the claim after the timely filing period, it will not meet the criteria.

If a claim is rejected, and corrections are not received within 90 days from date of service or close of business from the primary carrier, the claim is considered late billed. It will be denied timely filing.

Washington requires claims be filed within 365 days from the date of service.

## Balance billing

Do not balance bill members if:

- The charge amount and the UnitedHealthcare Community Plan fee schedule differ.
- We deny a claim for late submission, unauthorized service or as not medically necessary.
- UnitedHealthcare Community Plan is reviewing a claim

You are able to balance bill the member for non-covered services if the member provides written consent prior to getting the service. If you have questions, please contact your provider advocate.



If you don't know who your provider advocate is, email [washington.PR.Team@uhc.com](mailto:washington.PR.Team@uhc.com). A provider advocate will get back to you.

## Third-party resources

UnitedHealthcare Community Plan is, by law, the payer of last resort for eligible members. Therefore, you must bill and obtain an EOB from any other insurance or health care coverage resource before billing UnitedHealthcare Community Plan, as required by contract. Refer to your Agreement for third-party claim submission deadlines. Once you bill the other carrier and receive an EOB, the claim may then be submitted to UnitedHealthcare Community Plan. Please attached a copy of the EOB to the submitted claim. The EOB must be complete to understand the paid amount or denial reason.

# Chapter 12: Claim Reconsiderations, Appeals and Grievances



Looking for something?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

There are a number of ways to work with us to resolve claims issues or disputes. We base these processes on state and federal regulatory requirements and your provider contract. Non-network care care providers should refer to applicable appeals and grievances laws, regulations and state Medicaid contract requirements.



For claims, billing and payment questions, go to [UHCprovider.com](https://UHCprovider.com).

The following grid lists the types of disputes and processes that apply:

APPEALS AND GRIEVANCES STANDARD DEFINITIONS AND PROCESS REQUIREMENTS								
SITUATION	DEFINITION	WHO MAY SUBMIT?	SUBMISSION ADDRESS	ONLINE FORM FOR MAIL	CONTACT PHONE NUMBER	WEBSITE (Care provider only) for Online Submissions	Care Provider FILING TIME FRAME	UnitedHealthcare Community Plan RESPONSE TIME FRAME
Care Provider Claim Resubmission	Creating a new claim. If a claim was denied and you resubmit the claim (as if it were a new claim), then you will normally receive a duplicate claim rejection on your resubmission.	Care provider	UnitedHealthcare Community Plan P.O. Box 31361 Salt Lake City, UT 84131-0361	<a href="https://UHCprovider.com/claims">UHC provider.com/claims</a>	877-542-9231	Use the Claims Management application on the Provider Portal. To access the portal, go to <a href="https://UHCprovider.com">UHCprovider.com</a> , then Sign In or go to <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a> .	24 months from initial process date	30 business days
Care Provider Claim Reconsideration	Overpayment, underpayment, payment denial, or an original or corrected claim determination you do not agree with.	Care provider	UnitedHealthcare Community Plan P.O. Box 31361 Salt Lake City, UT 84131-0361	N/A	877-542-9231	Use the Claims Management application on the Provider Portal. To access the portal, go to <a href="https://UHCprovider.com">UHCprovider.com</a> , then Sign In or go to <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a> .	24 months from initial process date	45 business days



**APPEALS AND GRIEVANCES STANDARD DEFINITIONS AND PROCESS REQUIREMENTS**

SITUATION	DEFINITION	WHO MAY SUBMIT?	SUBMISSION ADDRESS	ONLINE FORM FOR MAIL	CONTACT PHONE NUMBER	WEBSITE (Care provider only) for Online Submissions	Care Provider FILING TIME FRAME	UnitedHealthcare Community Plan RESPONSE TIME FRAME
Care Provider Claim Formal Appeal	A review when you do not agree with how a claim was paid.	Care provider	UnitedHealthcare Community Plan Attention: Formal Claim Appeals P.O. Box 31364 Salt Lake City, UT 84131-0364	N/A	877-542-9231	Use the Claims Management application on the Provider Portal. To access the portal, go to <a href="http://UHCprovider.com">UHCprovider.com</a> , then Sign In or go to <a href="http://UHCprovider.com/claims">UHCprovider.com/claims</a> .	24 months from initial process date	45 business days
Care Provider Grievance	A complaint expressing dissatisfaction with operations, activities, or behavior of a health plan or member.	Care provider	UnitedHealthcare Community Plan Provider Grievances P.O. Box 31364 Salt Lake City, UT 84131-0364	N/A	866-815-5334	N/A	120 business days	30 business days
Member Appeal	A request to change an adverse benefit determination that we made.	<ul style="list-style-type: none"> <li>Member</li> <li>Care provider on behalf of a member with written member consent</li> </ul>	Address as shown in Member Handbook	<a href="http://UHCprovider.com/claims">UHCprovider.com/claims</a> *AOR on this site for member appeals	877-542-8997	N/A	Standard and Expedited appeals – 60 calendar days	Expedited appeals - We will send a written notice within one business day of the decision.  Standard appeals - 14-28 days
Member Grievance	A member's written or oral expression of dissatisfaction regarding the plan and/or care provider, including quality of care concerns.	<ul style="list-style-type: none"> <li>Member</li> <li>Care provider on behalf of a member with written member consent</li> </ul>	Address as shown in Member Handbook	N/A	877-542-8997	N/A	N/A	45 calendar days

The prior definitions and process requirements are subject to modification by state contract or regulations. States may impose more stringent requirements.

UnitedHealthcare Community Plan and its contracted care providers may agree to more stringent requirements within provider contracts than described in the standard process.

## Denial

Your claim may be denied for administrative or medical necessity reasons.

An **administrative denial** is when we didn't get notification before the service, or the notification came in too late.

Denial for **medical necessity** means the level of care billed wasn't approved as medically necessary.

If a claim is denied for these reasons, you may be able to request a claim reconsideration or file an appeal.

Other top reasons for denial include:

**Duplicate claim** – This is one of the most common reasons for denial. It means resubmitting the same claim information. This can reset the clock on the time it takes to pay a claim.

**Claim lacks information.** Basic information is missing, such as a person's date of birth; or information incorrect, such as spelling of a name. You can resubmit this type of claim with the correct information.

**Eligibility expired.** Most practices verify coverage beforehand to avoid issues, but sometimes that doesn't happen. One of the most common claim denials involving verification is when a patient's health insurance coverage has expired and the patient and practice were unaware. Also, in a lot of cases, practices may check eligibility when an appointment is made, but between the appointment being made and the actual visit, coverage can be dropped. We recommend an eligibility check again once the patient has arrived.

**Claim not covered by UnitedHealthcare Community Plan.** Another claim denial you can avoid is when procedures are not covered by us. You can easily avoid this problem by using real-time verification.

**Time limit expired.** This is when you don't send the claim in time.

Warning! A denied claim has been through claim processing and we determined it cannot be paid. You

may appeal a denied claim by submitting the corrected claim information or appealing the decision. See Claim Correction and Reconsideration sections of this chapter for more information or learn about denial versus rejection at [therabill.zendesk.com](https://therabill.zendesk.com)

## Claim correction

### What is it?

You may need to update information on a claim you've already submitted. A corrected claim replaces a previously processed or denied claim submitted in error.

### When to use:

Submit a corrected claim to fix or void one that has already processed. Resubmit the corrected claim within 24 months of the initial process date. Resubmit a COB claim with the EOB within 30 months from initial process date.

### How to use:

Use the claims reconsideration application on our portal. To the Provider Portal, sign in to [UHCprovider.com](https://UHCprovider.com) using your One Healthcare ID. You may also submit the claim by mail with a claim reconsideration request form. Allow up to 30 days to receive payment for initial claims and a response.

### Mailing address:

**UnitedHealthcare Community Plan**  
P.O. Box 31361  
Salt Lake City, UT 84131-0361

### Additional Information:

When correcting or submitting late charges on 837 institutional claims, use bill type xx7: Replacement of Prior Claim. Do not submit corrected or additional information charges using bill type xx5: Late Charge Claim. To void a claim, use bill type xx8.

## Resubmitting a claim

### What is it?

When you resubmit a claim, you create a new claim in place of a rejected one. A rejected claim has not been processed due to problems detected before processing.

### When to use it:

Resubmit the claim if it was rejected. Since rejected claims have not been processed yet, there is no appeal – the claim needs to be corrected through resubmission.

### Common Reasons for Rejected Claims:

Some of the common causes of claim rejections happen due to:

- Errors in member demographic data – name, age, date of birth, sex or address.
- Errors in care provider data.
- Wrong member insurance ID.
- No referring care provider ID or NPI number.

### How to use:

To resubmit the claim, follow the same submission instructions as a new claim. To mail your resubmission, provide all claim information to:

**UnitedHealthcare Community Plan**  
P.O. Box 31361  
  
Salt Lake City, UT 84131-0361

## Claim reconsideration

### What is it?

Claim issues include overpayment, underpayment, denial, or an original or corrected claim determination you do not agree with. A claim reconsideration request is the quickest way to address your concern about whether the claim was paid correctly. When you send a reconsideration, please send additional support information.

### When to use:

Reconsiderations can be done repeatedly, but should include new information each time. Submit a claim reconsideration when you think a claim has not been properly processed.

For administrative denials:

- In your reconsideration request, please ask for a medical necessity review and include all relevant medical records.

For medical necessity denials:

- In your request, please include any additional clinical information that may not have been reviewed with your original claim.
- Show how specific information in the medical record supports the medical necessity of the level of care performed – for example, inpatient instead of observation.

### How to use:

If you disagree with a claim determination, submit a claim reconsideration request electronically, by phone or mail:

- **Electronically:** Use the Claim Reconsideration application on the Provider Portal. Include electronic attachments. You may also check your status using the portal.
- **Phone:** Call [Provider Services](#) or use the number on the back of the member's ID card. The tracking number will begin with SF and be followed by 18 numbers.
- **Mail:** Submit the Claim Reconsideration Request Form to:

**UnitedHealthcare Community Plan**  
P.O. Box 31361  
Salt Lake City, UT 84131-0361

This form is available at [UHCprovider.com/claims](https://UHCprovider.com/claims).

### Tips for successful claims resolution

To help process claim reconsiderations:

- Do not let claim issues grow or go unresolved.
- Call [Provider Services](#) if you can't verify a claim is on file.
- Do not resubmit validated claims on file unless submitting a corrected claim.
- File adjustment requests and claims disputes within contractual time requirements.
- If you must exceed the maximum daily frequency for a procedure, submit the medical records justifying medical necessity.
- UnitedHealthcare Community Plan is the payer of last resort. This means you must bill and get an EOB from other insurance or source of health care coverage before billing UnitedHealthcare Community Plan.
- When submitting adjustment requests, provide the same information required for a clean claim. Explain the dispute, what should have been paid and why.
- Refer to your contract for submission deadlines concerning third-party claims. Once you have billed the other carrier and received an EOB, submit the claim to UnitedHealthcare Community Plan. Attach a copy of the EOB to the submitted claim. The EOB must be complete to understand the paid amount or the denial reason.

## Valid proof of timely filing documentation (reconsideration)

### What is it?

Proof of timely filing occurs when the member gives incorrect insurance information at the time of service. It includes:

- A denial or rejection letter from another insurance carrier.
- Another insurance carrier's EOB.
- Letter from another insurance carrier or employer group indicating:
  - Coverage termination prior to the date of service of the claim
  - No coverage for the member on the date of service of the claim

A submission report is not proof of timely filing for electronic claims. It must be accompanied by an acceptance report. Timely filing denials are often upheld due to incomplete or wrong documentation submitted with a reconsideration request. You may also receive a timely filing denial when you do not submit a claim on time.

### How to use:

Submit a reconsideration request electronically, phone or mail with the following information:

- **Electronic claims:** Include the EDI acceptance report stating we received your claim.
- **Mail reconsiderations:** Submit a screen shot from your accounting software that shows the date you submitted the claim. The screen shot must show:
  - Correct member name.
  - Correct date of service.
  - Claim submission date.

### Additional Information:

Timely filing limits can vary based on state requirements and contracts. If you do not know your timely filing limit, refer to your Provider Agreement.

## Overpayment

### What is it?

An overpayment happens when we overpay a claim.

### How to use:

If you or UnitedHealthcare Community Plan finds an overpaid claim, send us the overpayment within the time specified in your contract. If your payment is not received by that time, we may apply the overpayment against future claim payments in accordance with our Agreement and applicable law.

If you prefer we recoup the funds from your next payment, call Provider Services.

If you prefer to mail a refund, send an Overpayment Return Check or the Overpayment Refund/Notification form.

Also send a letter with the check. Include the following:

- Name and contact information for the person authorized to sign checks or approve financial decisions.
- Member identification number.
- Date of service.
- Original claim number (if known).
- Date of payment.
- Amount paid.
- Amount of overpayment.
- Overpayment reason.
- Check number.

### Where to send:

Mail refunds with an Overpayment Return Check or the Overpayment Refund/Notification form to:

**UnitedHealthcare Community Plan**  
ATTN: Recovery Services  
P.O. Box 740804  
Atlanta, GA 30374-0800

Instructions and forms are on [UHCprovider.com/claims](https://www.uhcprovider.com/claims).

If you do not agree with the overpayment findings, submit a dispute within the required timeframe as listed in your contract.

If you disagree with a claim adjustment or our decision not to make a claim adjustment, you can appeal. See Dispute section in this chapter.

Sample overpayment report

\*The information provided is sample data only for illustrative purposes. Please populate and return with the data relevant to your claims that have been overpaid.

Member ID	Date of Service	Original Claim #	Date of Payment	Paid Amount	Amount of Overpayment	Reason for Overpayment
11111	01/01/14	14A000000001	01/31/14	115.03	115.03	Double payment of claim
2222222	02/02/14	14A000000002	03/15/14	279.34	27.19	Contract states \$50, claim paid 77.29
3333333	03/03/14	14A000000003	04/01/14	131.41	99.81	You paid 4 units, we billed only 1
44444444	04/04/14	14A000000004	05/02/14	412.26	412.26	Member has other insurance
55555555	05/05/14	14A000000005	06/15/14	332.63	332.63	Member terminated

We make claim adjustments without requesting additional information from you. You will see the adjustment on the EOB or Provider Remittance Advice (PRA). When additional information is needed, we will ask you to provide it.

- **Electronic claims:** Use the Claims Management tool on our Provider Portal. You may upload attachments.
- **Mail:** Send the appeal to:

**UnitedHealthcare Community Plan**  
 Attn: Appeals and Grievances Unit  
 P.O. Box 31364  
 Salt Lake City, UT 84131-0364

## Appeals

### What is it?

A claim appeal is a review of how a claim was paid. It is a one-time formal review of a processed claim that was partially paid or denied.

### When to use:

If you do not agree with the outcome of the claim reconsideration decision, use the claim appeal process.

### How to use/file:

Submit related documents with your appeal. These may include a cover letter, medical records and additional information. Send your information electronically or by mail. In your appeal, please include any supporting information not included with your reconsideration request.

### Questions about your appeal or need a status update?

Call [Provider Services](#). If you filed your appeal online, you should receive a confirmation email or feedback through the secure Provider Portal link.

## Care provider grievance

### What is it?

Grievances are complaints related to your UnitedHealthcare Community Plan policy, procedures or payments.

### When to file:

You may file a grievance about:

- Benefits and limitations.
- Eligibility and enrollment of a member or care provider.

- UnitedHealthcare Community Plan issues.
- Availability of health services from UnitedHealthcare Community Plan.
- The delivery of health services.
- The quality of service.

### How to file:

File verbally or in writing.

- **Phone:** Call Provider Services at **877-542-9231**
- **Mail:** Send care provider name, contact information and your grievance to:

**UnitedHealthcare Community Plan**  
Attn: Appeals and Grievances Unit  
P.O. Box 31364  
Salt Lake City, UT 84131-0364

You may only file a grievance on a member's behalf with their written consent. See Member Appeals and Grievances Definitions and Procedures.

## Member appeals and grievances definitions and procedures

UnitedHealthcare Community Plan uses the CMS definitions for appeals and grievances.

### Member appeals

#### What is it?

An appeal is a review UnitedHealthcare Community Plan performs of an adverse benefit determination.

You (with a member's written consent) or a member may appeal when the plan:

- Makes an adverse determination or limits requested services. This includes the type or level of service.
- Lowers, suspends or ends a previously authorized service.
- Fails to provide services in a timely manner, as defined by the state or CMS.
- Doesn't act within the time frame CMS or the state requires.

#### When to use:

You may act on the member's behalf with their written consent. You may provide medical records and supporting documentation as appropriate.

#### Where to send:

You or the member may call or mail the information within 60 calendar days from the date of the adverse benefit determination:

**UnitedHealthcare Community Plan**  
Attn: Appeals and Grievances Unit  
P.O. Box 31364  
Salt Lake City, UT 8413-0364

Toll-free: **877-542-8997**

For standard appeals, if you appeal by phone, you must follow up in writing, ask the member to sign the written appeal, and mail it to UnitedHealthcare Community Plan. Expedited appeals do not need to be in writing.

#### How to use:

Whenever UnitedHealthcare Community Plan denies a service, you must provide the member with UnitedHealthcare Community Plan appeal rights. The member has the right to:

- Receive a copy of the rule used to make the decision.
- Present evidence, and allegations of fact or law, in person and in writing.
- Review the case file before and during the appeal process. The file includes medical records and any other documents.
- Send written comments or documents considered for the appeal.
- Ask for an expedited appeal if waiting for this health service could harm the member's health.
- Ask for an appeal. If continuation of services is necessary, the appeal must be filed within 10 calendar days of the date the notice of benefit determination was mailed. However, the member may have to pay for the cost of the Medicaid benefits received for the first 60 calendar days after the appeal or hearing request was received if the service is continued or if the member should not have received the service. As the provider, you cannot ask for a continuation. Only the member may do so.

We resolve a standard appeal 14 calendar days from the day we receive it, unless we request an extension.

For expedited appeals, we will send a written notice within one business day of the decision.



We may extend the response up to 14 calendar days if the following conditions apply:

1. Member requests may take longer.
2. We request additional information and explain how the delay is in the member's interest.

If submitting the appeal by mail, you must complete the Authorization of Review (AOR) form – Claim Appeal.



A copy of the form is online at [UHCprovider.com](http://UHCprovider.com).

### Member grievance

#### What is it?

A grievance is an expression of dissatisfaction about UnitedHealthcare Community Plan and/or a care provider about any matter other than an adverse benefit determination. This includes quality of care or service concerns and aspects of interpersonal relationships, such as a care provider's or employee's rudeness.

#### When to use:

You may file a grievance as the member's representative with their written consent.

#### Where to send:

You or the member may file a grievance by calling Member Services or writing UnitedHealthcare Community Plan:

#### Mailing address:

**UnitedHealthcare Community Plan**  
Attn: Appeals and Grievances Unit  
P.O. Box 31364  
Salt Lake City, UT 84131-0364

Toll-free: **877-542-8997**

We will send an answer no longer than 45 calendar days from the date the complaint or grievance was filed. We will send a response to all parties involved in the grievance within 45 calendar days.

## Administrative hearings

#### What is it?

An administrative hearing is an adjudicative proceeding before an administrative law judge or a presiding officer governed by Chapter 34.05 RCW, the agency's hearings

rules found in Titles 388 or 182 WAC, or other law. It lets members share why they think Washington Medicaid services should not have been denied, reduced or terminated.

#### When to use:

Members have 120 days from the original denial letter date to ask for a hearing. At that point, they will be mailed a hearing form. Once they complete the form and send it back, we set a hearing date.

#### How to use:

The UnitedHealthcare Community Plan member may ask for an administrative hearing by writing a letter to:

#### Office of Administrative Hearings

P.O. Box 42489  
Olympia, WA 98504-2489

They may also call **800-583-8271**.

- The member may have someone represent them at the hearing. This may be a family member, friend, care provider or lawyer. Written consent is required.
- Hearings are held on the phone.

## Request for independent review organization

A member may seek review by a certified Independent Review Organization (IRO) following the Office of Administrative Hearing's (OAH) decision to uphold our decision to deny, modify, reduce, or terminate coverage of or payment for a health care service. Upon notice by a certified IRO, the appeals representative will forward with the case file, including the member's written request for hearing, copies of the entire appeal file with supporting documentation (i.e., pertinent findings and medical records), a copy of the Notice of Appeal Resolution, and other information relevant to the appeal. This includes any transcripts, records, or written decisions from participating care providers or delegated entities to the IRO no later than three working days from receipt of the request for said information.

## Petition for review by the Board of Appeals

The HCA member handbook describes the process members can follow if they are dissatisfied with the outcome of the final decision by an IRO. The member

may appeal the decision to the HCA Board of Appeals (BOA). The BOA reviews administrative hearing decisions issued by administrative law judges at the OAH. BOA review judges are attorneys who review hearing decisions for legal and factual errors, change the decisions as necessary. Then they issue final decisions on behalf of the Secretary of the Department of Social and Health Services. All BOA review judges are members of the Washington state Bar Association.

### Processes related to reversal of our initial decision

If the administrative hearing, IRO, or the Petition for Review reverses a decision to deny, limit, or delay services not provided while the appeal was pending, we authorize or provide the disputed services as quickly as the member's health condition requires. If the decision reverses denied authorization of services and the disputed services were received pending appeal, we pay for those services as specified in policy and/or regulation.

### Fraud, waste and abuse



Call the [Fraud, Waste and Abuse Hotline](tel:18004567890) to report questionable incidents involving plan members or care providers. You can also go to [uhc.com/fraud](http://uhc.com/fraud) to learn more or to report and track a concern.

Within 5 business days of learning of the allegation, report the incidents to Washington State HCA at [HotTips@hca.wa.gov](mailto:HotTips@hca.wa.gov). Or email the Medicaid Fraud Control Unit, Office of Attorney General at [MFCUreferrals@atg.wa.gov](mailto:MFCUreferrals@atg.wa.gov).

UnitedHealthcare Community Plan's Anti-Fraud, Waste and Abuse Program focuses on prevention, detection and investigation of false and abusive acts committed by you and plan members. The program also helps identify, investigate and recover money UnitedHealthcare Community Plan paid for such claims. We also refer suspected fraud, waste and abuse cases to law enforcement, regulatory and administrative agencies according to state and federal law. UnitedHealthcare Community Plan seeks to protect the ethical and financial integrity of the company and its employees, members, care providers, government programs and the public. In addition, it aims to protect member health.

UnitedHealthcare Community Plan includes applicable federal and state regulatory requirements in its Anti-Fraud, Waste and Abuse Program. We recognize state and federal health plans are vulnerable to fraud, waste and abuse. As a result, we tailor our efforts to the unique needs of its members and Medicaid, Medicare and other government partners. This means we cooperate with law enforcement and regulatory agencies in the investigation or prevention of fraud, waste and abuse.

An important aspect of the Compliance Program is reviewing our operation's high-risk areas. Then we implement reviews and audits to help ensure compliance with law, regulations and contracts. You are contractually obligated to cooperate with the company and government authorities.



Find out how we follow federal and state regulations around false claims at [UHCprovider.com/wacommunityplan](http://UHCprovider.com/wacommunityplan) > [Integrity of Claims, Reports, and Representations to the Government](#).

The Deficit Reduction Act (DRA) has provisions reforming Medicare and Medicaid and reducing fraud within the federal health care programs. Every entity that receives at least \$5 million in annual Medicaid payments must have written policies for entity employees and contractors. They must provide detailed information about false claims, false statements and whistleblower protections under applicable federal and state fraud and abuse laws. As a participating care provider with UnitedHealthcare Community Plan, you and your staff are subject to these provisions.

This policy details our commitment to compliance with the federal and state false claims acts. It provides a detailed description of these acts and of organizational mechanisms that detect and prevent fraud, waste and abuse. It also details how whistleblowing employees are protected. UnitedHealthcare Community Plan prohibits retaliation if a report is made in good faith.

### Exclusion checks

First-tier, downstream and related entities (FDRs), must review federal (HHS-OIG and GSA) and state exclusion lists before hiring/contracting employees (including temporary workers and volunteers), the CEO, senior administrators or managers, and sub-delegates.

Employees and/or contractors may not be excluded from participating in federal health care programs. FDRs must review the federal and state exclusion lists every month. For more information or access to the publicly accessible, excluded party online databases, please see the following links:

- [Health and Human Services – Office of the Inspector General OIG List of Excluded Individuals and Entities \(LEIE\)](#)
- [General Services Administration \(GSA\) System for Award Management](#) > Data Access

### What you need to do for exclusion checks

Review applicable exclusion lists and maintain a record of exclusion checks for 10 years. UnitedHealthcare Community Plan or CMS may ask for documentation to verify they were completed.

# Chapter 13: Care Provider Communications and Outreach

## Key contacts

Topic	Link	Phone Number
Provider Education	UHCprovider.com > Resources > <a href="#">Resource Library</a>	877-542-9231
News and Bulletins	UHCprovider.com > <a href="#">Network News</a>	877-542-9231
Provider Manuals	<a href="#">UHCprovider.com/guides</a>	877-542-9231



Looking for something else?

- In PDF view, click CTRL+F, then type the keyword.
- In web view, type your keyword in the “what can we help you find?” search bar.

Connect with us on social media:   

## Communication with care providers

UnitedHealthcare is on a [multi-year effort](#) to enhance our digital delivery channels and transition paper transactions to electronic, whenever possible. Our goal is to make it easier for you to work with us and reduce the time it takes for you to perform claim and clinical activities. We may provide electronic notice of policy, protocol and payment policy changes; news and other important updates.

Accordingly, there are a number of ways clinicians, practice managers, administrative staff, facilities and hospitals can stay up to date on items of interest from UnitedHealthcare:

- [UHCprovider.com](#): This public website is available 24/7 and does not require registration to access. You’ll find valuable resources including administrative and plan-specific policies, protocols and guides, health plans by state, regulatory and practice updates, and quality programs. We encourage you to bookmark the following frequently referenced pages for quick access:
- [UHCprovider.com/WAcommunityplan](#): The UnitedHealthcare Community Plan of Washington page has state-specific resources, guidance and rules.

- **Policies and protocols**: UHCprovider.com > Resources > Plans, Policies, Protocols and Guides > [For Community Plans](#) library includes UnitedHealthcare Community Plan policies and protocols.
- **Washington health plans**: [UHCprovider.com/WA](#) is the fastest way to review all of the health plans UnitedHealthcare offers in Washington. To review information for another state, use the drop-down menu at UHCprovider.com/guides > [Community Plan Provider Manuals for Medicaid Plans by State](#) to select a state, then select the type of plan (commercial, Medicare Advantage, etc.), then review the specific plans offered in that market.
- **UnitedHealthcare Provider Portal**: This secure portal is accessible from [UHCprovider.com](#). It allows you to access patient information such as eligibility and benefit information and digital ID cards. You can learn more about the portal in [Chapter 1](#) of this manual or by visiting [UHCprovider.com/portal](#). You can also access UHCprovider.com/training > [Digital Solutions](#) for many of the tools and tasks available in the portal.
- **UnitedHealthcare Network News**: Bookmark UHCprovider.com > Resources > [News](#). It’s the home for updates across our commercial, Medicare

Advantage and Community Plan (Medicaid) health plans. You'll find contractual and regulatory updates, process changes and reminders, program launches and resources to help manage your practice and care for patients. This includes the communication formerly known as the Network Bulletin.



Receive personalized Network News emails twice a month by subscribing at [cloud.provideremail.uhc.com/subscribe](https://cloud.provideremail.uhc.com/subscribe)

You'll get the latest news, policy and reimbursement updates we've posted on our news webpage. These email briefs include monthly notification of policy and protocol updates, including medical and reimbursement policy changes. They also include announcements of new programs and changes in administrative procedures. You can tailor your subscription to help ensure you only receive updates relevant to your state, specialty and point of care.

## Care provider education and training

To help ensure you are reimbursed accurately and patients have access to the care they need, we have developed a full range of training resources, including interactive self-paced courses and quick reference guides along with registration for instructor-led sessions. Topics include the digital solutions available on the UnitedHealthcare Provider Portal, plan and product overviews, clinical tools and state-specific training.

View the training resources at [UHCprovider.com/training](https://UHCprovider.com/training). Content is updated frequently and organized by categories to make it easy to find what you need.

## Email communication – required contact information

We must have a valid email address on file to send you required notifications and important information.

Submit your email address in one of the following ways:

1. Sign up for a [One Healthcare ID](#), which also gives you access to the UnitedHealthcare Provider Portal
2. [Subscribe](#) to Network News email briefs to receive regular email updates.  
Need to update your information? It takes just a few minutes to manage your [email address](#) and [content preferences](#).



Already have a One Healthcare ID? To review or update your email, simply sign in to the portal. Go to "Profile & Settings," then "Account Information" to manage your email.

## Care provider office visits

Provider advocates regularly visit PCPs and specialist offices. Each advocate is assigned to a care provider group to deliver face-to-face support. We do this to create program awareness, promote compliance and problem resolution.

## Care provider manual

UnitedHealthcare Community Plan publishes this manual online. It includes an overview of the program, a toll-free number for Provider Services and a list of additional care provider resources. If you do not have internet access, request a hard copy of this manual by contacting Provider Services.

## State forms and websites

Find the following forms online:

- Sterilization Consent Form on [hhs.gov](https://hhs.gov)
- Informed Consent for Hysterectomies Form on [hca.wa.gov](https://hca.wa.gov)
- Core Provider Agreement (HCA 09-015) on [hca.wa.gov](https://hca.wa.gov)

# Glossary

## **AABD**

Assistance to the aged, blind and disabled

## **Abuse (by care provider)**

Practices that are inconsistent with sound fiscal, business or medical practices, and result in an unnecessary cost, or in reimbursement for services not medically necessary, or that fail to meet professionally recognized standards for health care. It also includes recipient practices that result in unnecessary cost, as defined by 42 CFR 455.2.

## **Abuse (of member)**

Intentional infliction of physical, emotional or mental harm, caused by negligent acts or omissions, unreasonable confinement, sexual abuse or sexual assault as defined by A.R.S 46-451.

## **Acute Inpatient Care**

Care provided to members sufficiently ill or disabled requiring:

- Constant availability of medical supervision by attending physician or other medical staff
- Constant availability of licensed nursing personnel
- Availability of other diagnostic or therapeutic services and equipment available only in a hospital setting to help ensure proper medical management by the care provider

## **Administrative Hearing**

An adjudicative proceeding before an administrative law judge or a presiding officer that is governed by chapter 34.05 RCW, and the agency's hearings rules found in chapter 182-526 WAC, or other law.

## **Advance Directive**

A written instruction, such as a living will or durable power of attorney for health care, recognized under the laws of the state of Washington, relating to the provision of health care when an individual is incapacitated (WAC 182-501-0125, 42 C.F.R. § 438.3, 438.10, 422.128, and 489.100).

## **Adverse Benefit Determination**

1. The denial or limited authorization of a requested service, including determinations based on the type or level of service, requirements for medical necessity, appropriateness, setting, or effectiveness of a covered benefit;

2. The reduction, suspension, or termination of a previously authorized service;
3. The denial, in whole or in part, of payment for a service. A denial, in whole or in part, of a payment for a service, except when the denial of payment is solely because the claim does not meet the definition of a "clean claim" (42 C.F.R. § 447.45(b));
4. The denial of request for "good cause" designation that would preclude usual third-party liability procedures;
5. The failure to provide services or act in a timely manner as required herein, including failure to issue an authorization or denial within required timeframes;
6. The failure of the contractor to act within the time frames for resolution and notification of appeals and grievances;
7. The denial of an enrollee's request to dispute a financial liability, including cost sharing, copayments, premiums, deductibles, coinsurance, and other enrollee financial liabilities; and
8. For a rural area resident with only one Managed Care Organization (MCO) available, the denial of an Enrollee's request under 42 C.F.R. § 438.52(b) (2)(ii) to obtain services outside the Contractor's network; or, for a plan's denial of coverage by an out-of-network care provider when the in-network care providers do not have the needed training, experience and specialization; or do not provide the service the enrollee seeks, when receiving all care in-network would subject the enrollee to unnecessary risk, or when other circumstances warrant out-of-network treatment.

## **Ambulatory Care**

Health care services that do not involve spending the night in the hospital. Also called "outpatient care". Examples include chemotherapy and physical therapy.

## **Ambulatory Surgical Facility**

A state facility that is licensed, equipped and operated to provide surgeries and obstetrical deliveries. Members can leave the facility the same day surgery or delivery occurs.



## **Ancillary Provider Services**

Extra health services, like laboratory work and physical therapy, which a member gets in the hospital.

## **Appeal**

UnitedHealthcare Community Plan review of an adverse benefit determination.

## **Apple Health**

A health insurance program for eligible Medicaid recipients under Title XIX of the SSA.

## **Authorization**

Approval obtained by care providers from UnitedHealthcare Community Plan for a service before the service is rendered. Used interchangeably with “preauthorization” or “prior authorization.”

## **Billed Charges**

Charges you bill for rendering services to a UnitedHealthcare Community Plan member.

## **Business Day**

Monday through Friday, 8 a.m. to 5 p.m., Pacific Time, except for holidays observed by the state of Washington.

## **Case Manager**

The individual responsible for coordinating the overall service plan for a member in conjunction with the member, the member’s representative and the member’s Primary Care Provider (PCP).

## **Centers for Medicare & Medicaid Services (CMS)**

The federal agency within the U.S. DHHS that administers the Medicare program and works in partnership with state governments to administer Medicaid, the CHIP, and health insurance portability standards.

## **Children’s Health Insurance Program (CHIP)**

A program that provides access to medical care for children under Title XXI of the Social Security Act, the Children’s Health Insurance Program Reauthorization Act of 2009, RCW 74.09.470 and chapter 182-505 WAC.

## **Children With Special Health Care Needs (CSHCN)**

Children younger than 19 years who are any one of the following:

- Eligible for Supplemental Security Income (SSI) under Title XVI of the Social Security Act;
- Eligible for Medicaid under section 1902(e)(3) of the act;
- In foster care or other out-of-home placement;
- Receiving foster care or adoption assistance;
- Receiving services through a family-centered, community-based, coordinated care system that

receives grant funds under section 501(a)(1)(D) of Title V of the Social Security Act.

## **Clean Claim**

A claim with no defect (including lack of any required substantiating documentation) or circumstance requiring special treatment that prevents timely payment.

## **CMS**

Centers for Medicare and Medicaid Services, the federal agency within the U.S. Department of Health and Human Services (DHHS) that administers the Medicare program and works in partnership with state governments to administer Medicaid, the Children’s Health Insurance Program (CHIP), and health insurance portability standards.

## **Community Service Office (CSO)**

An office under the HCA that administers social and health services and determines eligibility for benefits at the local community level.

## **Contracted Health Professionals**

PCPs, specialists, medical facilities, allied health professionals and ancillary service providers under contract with UnitedHealthcare Community Plan. These care providers deliver specific covered services to members. They represent those individuals and entities used through the UnitedHealthcare Community Plan prior authorization and referral policies and procedures.

## **Contracted Services**

Covered services provided by UnitedHealthcare Community Plan under the terms of our contract with HCA and as outlined in the Medicaid State Plan.

## **Coordination of Benefits (COB)**

A process of figuring out which of two or more insurance policies has the main responsibility of processing or paying a claim and how much the other policies will contribute.

## **Core Provider Agreement**

A basic contract that HCA holds with medical care providers serving HCA clients. The provider agreement outlines and defines terms of participation in the Medicaid program.

## **Covered Services**

Health care services HCA determines are covered for members.

## **Credentialing**

The verification of applicable licenses, certifications and experience. This process assures care provider status is extended only to professional, competent care providers who continually meet UnitedHealthcare Community Plan

qualifications, standards and requirements.

## **Current Procedural Terminology (CPT) Codes**

A code assigned to a task or service a care provider does for a member. Every medical task or service has its own CPT code. These codes are used by the insurer to know how much they need to pay the physician. CPT codes are created and published by the American Medical Association.

## **Delivery System**

The mechanism by which health care is delivered to a member. Examples include hospitals, provider offices and home health care.

## **Department of Children, Youth and Families (DCYF)**

The Washington State agency responsible for keeping Washington children safe, strengthening families and supporting foster children in their communities.

## **Disallow Amount (Amt)**

Medical charges for which the network care provider may not receive payment from UnitedHealthcare Community Plan and cannot bill the member. Examples are:

- The difference between billed charges and in-network rates.
- Charges for bundled or unbundled services as detected by Correct Coding Initiative edits.

## **Discharge Planning**

Screening eligible candidates for continuing care following treatment in an acute care facility. It involves care planning, scheduling, arranging and steps that move a member from one level of care to another.

## **Disenrollment**

The discontinuance of a member's eligibility to receive covered services from a contractor.

## **Dispute**

Care provider claim reconsideration: Step 1 when a care provider disagrees with the payment of a service, supply, or procedure.

Care provider appeal: Step 2 when a care provider disagrees with the payment of a service, supply, or procedure.

## **DSHS**

Department of Social and Health Services, the Washington State agency responsible for providing a broad array of health care and social services.

## **Dual Coverage**

When a member is enrolled with two UnitedHealthcare Community Plan plans at the same time.

## **Durable Medical Equipment (DME)**

Medical equipment and appliances, and medical supplies as defined in WAC 182-543-1000.

The equipment:

- Is primarily and customarily used to serve a medical purpose;
- Is generally not useful for a person in the absence of illness or injury;
- Can withstand repeated use;
- Can be reusable or removable; and
- Is suitable for use in any setting where normal life activities take place.

Medical supplies are:

- Consumable or disposable or cannot withstand repeated use by more than one person;
- Required to address an individual medical disability, illness, or injury;
- Suitable for use in any setting which is not a medical institution and in which normal life activities take place; and
- Generally not useful to a person in the absence of illness or injury.

## **Early Periodic Screening Diagnosis and Treatment Program (EPSDT)**

Comprehensive screening, diagnostic and treatment services for children younger than 21 years, as defined in Section 1905(r) of the Social Security Act (SSA) , codified in 42 C.F.R § 441.50-441.62, and chapter 182-534 WAC and described in the HCA EPSDT and Provider Billing Guide.

## **Electronic Data Interchange (EDI)**

The electronic exchange of information between two or more organizations.

## **Electronic Funds Transfer (EFT)**

The electronic exchange of funds between two or more organizations.

## **Electronic Medical Record (EMR)**

An electronic version of a member's health record and the care they have received.

## **Eligibility Determination**

Deciding whether an applicant meets the requirements for federal or state eligibility.

## **Emergency Care**

The provision of medically necessary services required for immediate attention to review or stabilize a medical emergency.

## **Emergency Medical Condition**

A medical condition manifesting itself by acute symptoms of sufficient severity (including severe pain) such that a prudent layperson, who possesses an average knowledge of health and medicine, could reasonably expect the absence of immediate medical attention to result in:

- Placing the health of the individual (or, with respect to a pregnant woman, the health of the woman or her unborn child) in serious jeopardy;
- Serious impairment to bodily functions; or
- Serious dysfunction of any bodily organ or part (42 C.F.R. § 438.114(a)).

## **Encounter**

A record of health care-related services by care providers registered with Medicaid to a patient enrolled with UnitedHealthcare Community Plan on the date of service. You are required to report all service encounters to UnitedHealthcare Community Plan, including prepaid services. UnitedHealthcare Community Plan electronically reports these encounters to state Medicaid. The state audits encounter submission accuracy and timeliness on a regular basis.

## **Enrollee**

An eligible client enrolled in managed care through a Managed Care Organization (MCO) having a contract with HCA (42 C.F.R. § 438.2). “Enrollee” is interchangeable with the term “member.” Any person enrolled with an UnitedHealthcare Community Plan product as a subscriber.

## **Enrollment**

The process where a person is determined eligible to receive Medicaid or Medicare benefits becomes an enrollee or member of a health plan.

## **Evidence-Based Care**

An approach that helps care providers use the most current, scientifically accurate research to make decisions about members’ care.

## **Expedited Appeal**

An expedited review process for appeals determines that taking the time for a standard resolution could seriously jeopardize the member’s life, physical or mental health, or ability to attain, maintain, or regain maximum function.

## **Federally Qualified Health Center (FQHC)**

A community-based organization that provides comprehensive primary care and preventive care, such as health care, dental and behavioral health/substance abuse services to people of all ages, regardless of their ability to pay or health insurance status.

## **Fee For Service (FFS)**

A method of payment to care providers on an amount-per-service basis, up to a maximum allowed by the UnitedHealthcare Community Plan fee schedule.

## **FHC**

Family Health Center

## **Fraud**

An intentional deception or misrepresentation made by a person (individual or entity) with the knowledge that the deception could result in some unauthorized benefit to them or some other person. It includes any act that constitutes fraud under applicable federal or state law (42 C.F.R § 455.2).

## **Good Cause**

Enrollees have the right to be exempted from billing third-party coverage when additional privacy and precaution is needed. In this context, good cause means the use of third-party coverage would violate a member’s confidentiality because the third party: :

- Routinely sends verification of services to the third-party subscriber, but that subscriber is someone other than the enrollee.
- Requires the member to use a PCP who may report to the subscriber the enrollee’s request for family planning services.
- The member has a reasonable belief that cooperating with us in identifying third-party liability coverage could result in serious physical or emotional harm to the member, a child in their care, or a child related to them.
- The member is incapacitated without the ability to cooperate with us.

## **Grievance**

“Grievance” means an expression of dissatisfaction about any matter other than an Adverse Benefit Determination.

## **HCA**

The Washington State Health Care Authority. Any division, section, office, unit or other entity of HCA, or any of the officers or other officials lawfully representing HCA.

## **Health Home Services**

A group of six intensive services that coordinate care across several domains, as defined under Section 2703 of the Affordable Care Act.

## **Healthcare Effectiveness Data and Information Set (HEDIS®)**

A set of standardized performance measures designed to ensure that health care purchasers and consumers

have the information they need to reliably compare the performance of managed health care plans.

HEDIS® also includes a standardized survey of consumers' experiences that evaluates plan performance in areas such as customer service, access to care and claims processing. HEDIS® is sponsored, supported, and maintained by National Committee for Quality Assurance (NCQA).

### **HIPAA**

Health Insurance Portability and Accountability Act. A federal law that provides data privacy protection and security provisions for safeguarding health information.

### **Home Health Care (Home Health Services)**

A range of services provided in a member's home for treatment of an illness or injury. Examples include wound care, education, IV or nutrition therapy, injections, and monitoring health status.

### **Independent Review Organization (IRO)**

A review process by a state-contracted independent third party.

### **Integrated Provider Network Database (IPND)**

A database developed to provide verified and integrated care provider network information for all health plans serving HO, SCHIP and BH through the internet and an internal user interface.

### **In-Network Provider**

A care provider who has a written Agreement with UnitedHealthcare Community Plan to provide services to members under the terms of their Agreement.

### **Medicaid**

A federal health insurance program for low-income families and children, eligible pregnant individuals, people with disabilities, and other adults. The federal government pays for part of Medicaid and sets guidelines for the program. States pay for part of Medicaid and have choices in how they design their program. Medicaid varies by state and may have a different name in your state.

### **Medical Records**

A confidential document containing written documentation related to the provision of physical, social and behavioral health services to a member.

### **Medically Necessary**

A requested service reasonably calculated to prevent, diagnose, correct, cure, alleviate or prevent worsening of conditions in the member that endanger life, or cause suffering of pain, or result in an illness or infirmity, or threaten to cause or aggravate a handicap, or cause

physical deformity or malfunction. There is no other equally effective, more conservative or substantially less costly course of treatment available or suitable for the client requesting the service. For the purpose of this contract, "course of treatment" may include mere observation or, where appropriate, no medical treatment at all (WAC 182-500-0070).

### **Member**

An individual who is eligible and enrolled with UnitedHealthcare Community Plan and can receive services pursuant to the Agreement.

### **NCQA**

National Committee for Quality Assurance, an organization responsible for the accreditation of MCOs and other health care-related entities and for developing and managing health care measures that assess the quality of care and services that managed care clients receive. HCA requires contracted MCOs to achieve and maintain NCQA accreditation.

### **NPI**

National Provider Identifier. Required by CMS for all care providers who bill, prescribe or refer for health care services and is used on all electronic transactions. It is a single unique provider identifier assigned to a care provider for life that replaces all other provider identifiers. It does NOT replace your DEA number.

### **Out-Of-Area Care**

Care received by a UnitedHealthcare Community Plan member when they are outside of their geographic territory.

### **Physician Incentive Plan**

Any compensation arrangement between a health plan and a care provider or provider group that may directly or indirectly have the effect of reducing or limiting services to members under the terms of the agreement.

### **Preventive Health Care**

Health care emphasizing priorities for prevention, early detection and early treatment of conditions. It generally includes routine/physical examination and immunization.

### **Primary Care Provider (PCP)**

A participating care provider who supervises, coordinates, and provides primary health care to members; initiates referrals for specialist care; and maintains the continuity of member care. PCPs include, but are not limited to, pediatricians, family practitioners, general practitioners, internists, naturopathic physicians, medical residents (under the supervision of a teaching physician), physician assistants (under the supervision of a physician), or advanced registered nurse practitioners



(ARNP), as designated by UnitedHealthcare Community Plan. The definition of PCP is inclusive of primary care physician as it is used in 42 C.F.R. § 438.2.

### **Prior Authorization (Notification)**

The process where care providers seek approval prior to rendering health care services, drugs or DME as required by UnitedHealthcare Community Plan policy.

### **ProviderOne ID Card**

Card used to identify Medicaid-eligible patients. These cards are also known as HCA Medical ID Cards or medical coupons.

### **Provider Group**

A partnership, association, corporation, or other group of care providers.

### **Quality Management (QM)**

A methodology that professional health personnel use to achieve desired medical standards and practices. The formal program includes activities to help improve and maintain quality service and care and involve multiple organizational components and committees.

### **Readmission**

A hospital admission that occurs within 14 days of discharge from a prior (index) admission and is clinically related to the index admission.

### **Referral**

The practice of sending a patient to another care provider for services or consultation which the referring care provider is not prepared or qualified to provide.

### **Remittance Advice (RA)**

Written explanation of processed claims.

### **Rural Health Clinic**

A clinic, located in a rural area, designated by the Department of Health as an area having either a shortage of personal health services or a shortage of primary medical care. These clinics may receive enhanced payments for services provided to enrolled members.

### **Service Area**

The geographic area served by UnitedHealthcare Community Plan, designated and approved by Washington Apple Health.

### **Specialist**

A care provider licensed in the state of Washington and has completed a residency or fellowship focusing on a specific area of medicine or group of patients to diagnose, manage, prevent or treat certain types of symptoms and conditions. A non-physician specialist is a care provider who has special training in a specific area of health care is highly skilled in a specific and restrictive field.

### **Subcontract**

Any separate agreement or contract between the UnitedHealthcare Community Plan and an individual or entity (“subcontractor”) to perform all or a portion of the duties and obligations we are obligated to perform pursuant to this contract.

### **TANF**

Temporary Assistance to Needy Families. A state program that gives cash assistance to low-income families with children.

### **Third-Party Liability (TPL)**

A company or entity other than UnitedHealthcare Community Plan liable for payment of health care services rendered to members. UnitedHealthcare Community Plan pays claims for covered benefits and pursues refunds from the third party when liability is determined.

### **Timely Filing**

When UnitedHealthcare Community Plan puts a time limit on submitting claims.

### **Title XIX**

Section of Social Security Act describing the Medicaid program coverage for eligible persons.

### **UnitedHealthcare Community Plan**

An affiliate of UnitedHealth Group with corporate headquarters located in Minnetonka, Minnesota. UnitedHealthcare Community Plan operates nationwide, serving aging, vulnerable and chronically ill people through Medicare, Medicaid and private-pay programs for long-term care products and programs.

### **Utilization Management (UM)**

Involves coordinating how much care members get. It also determines each member’s level or length of care. The goal is to help ensure members get the care they need without wasting resources.

### **Washington Administration Code (WAC)**

The rules adopted by agencies to implement legislation.

### **Women's Health Care Services**

As defined in WAC 284-170-350, Women's Health Care Services is defined to include, but need not be limited to, maternity care, reproductive health services, gynecological care, general examination, and preventive care as medically appropriate, and medically appropriate follow-up visits for these services. General examinations, preventive care, and medically appropriate follow-up care are limited to services related to maternity, reproductive health services, gynecological care, or other health services that are particular to women, such as breast examinations. Women's health care services also include any appropriate health care service for other health problems, discovered and treated during the course of a visit to a women's health care practitioner for a women's health care service, which is within the practitioner's scope of practice. For purposes of determining a woman's right to directly access health services covered by the plan, maternity care, reproductive health, and preventive services include, contraceptive services, testing and treatment for sexually transmitted diseases, pregnancy termination, breastfeeding, and complications of pregnancy.