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# UnitedHealthcare Community Plan of Mississippi

## FQHC/RHC Workshop

*“Helping People Live Healthier Lives”*

# UnitedHealthcare Community Plan of Mississippi in Action 2016



- We actively engage with our members throughout the state
  - Computer giveaways
  - Heath fairs
  - Boys & Girls Clubs
  - Farm to Fork
  - Fre\$h Savings with AARP Foundation
  - City of Jackson Easter Egg Hunt co-sponsor
  - Fun Fest Wellness Event
  - 4-H Food Smart Families



## Key Resources

### **UHCCommunityPlan.com**

Key contact information, provider directory, plan details, claims filing, prior authorization procedures, and more

### **UnitedHealthcareOnline.com**

Claim status, claim reconsideration request, claim submission, electronic payments, and more

### **Provider Services**

MSCAN: 877-743-8734 ~ MS-CHIP: 800-557-9933

### **Provider Advocates**

Staff of 7 field-based advocates

### **Network Management Team**

866-574-6088 ~ [swproviderservices@uhc.com](mailto:swproviderservices@uhc.com)

### **Emails, Faxes, and Mailings**

As needed for any significant changes or updates

# Key Online Resources



MississippiCAN 2016

Physician, Health Care Professional, Facility and Ancillary

## Administrative Guide

Updated annually; available at [UHCCommunityPlan.com](http://UHCCommunityPlan.com)

Doc#: 000903-02052016

[UHCCommunityPlan.com](http://UHCCommunityPlan.com)



Mississippi | Spring 2016

## practicematters

Provider newsletter for  
**UnitedHealthcare  
Community Plan of  
Mississippi**

For More Information

Call our Provider Services Center at 800-557-9933

Visit [UHCCommunityPlan.com](http://UHCCommunityPlan.com)



Network Bulletin: June 2016

## network bulletin

Important updates from UnitedHealthcare to health care professionals and facilities



Monthly newsletter that alerts you to changes in policies or procedures; available at [UHOnline.com](http://UHOnline.com)

## Provider Relations Service Model

Your Provider Advocate is an important resource. They can help make your interactions with us easier and more efficient.

### **Please follow the Provider Relations Service Model before contacting a Provider Advocate about claim payment decisions:**

1. Check the status of a claim by logging on to UHCOnline.com
2. If you disagree with a claim payment decision, please contact the UnitedHealthcare Community Plan Provider Service Team:
  - MississippiCAN: 877-743-8734
  - Mississippi CHIP: 800-557-9933
3. Be sure to obtain a call **tracking number** for future reference. This is a 15-digit number beginning with a “C.”
4. If the issue remains unresolved after 30 days, supply all relevant details to your Provider Advocate (i.e. copy of the claim, member name, member ID number, date of service, call tracking number)
5. Your Provider Advocate will work with our issue resolution team (PRISM) to determine the root cause and resolve your issue

# Provider Relations Service Model

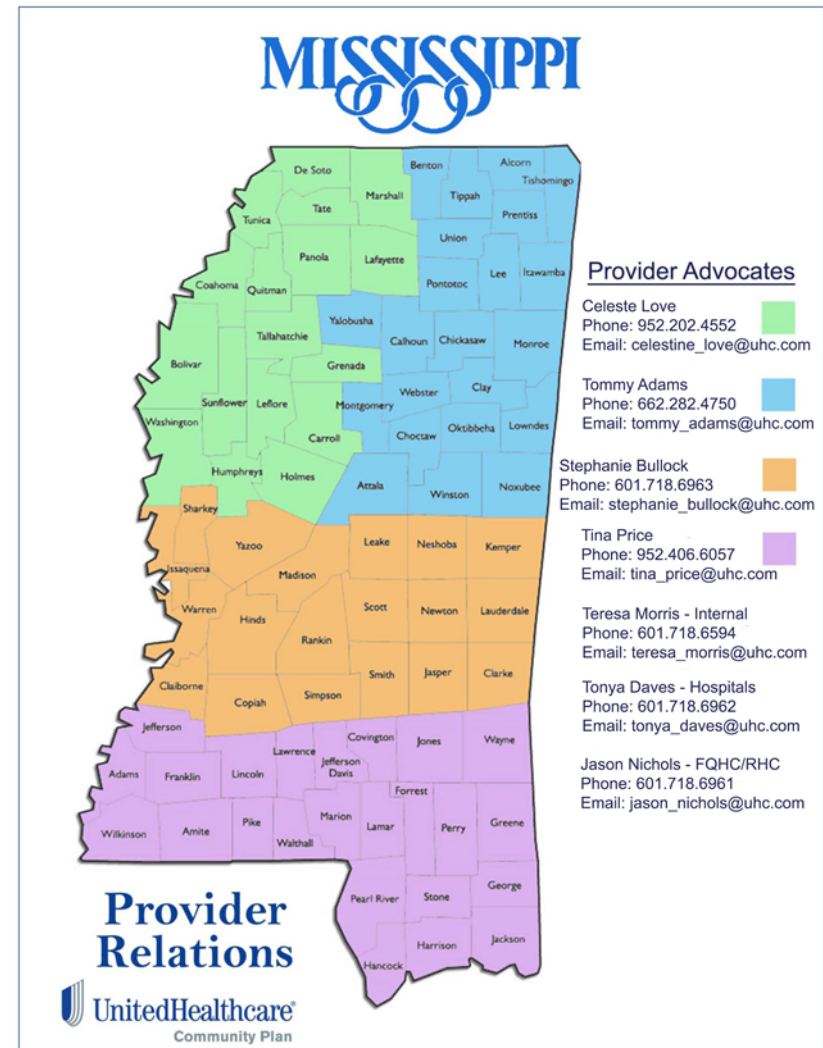
UnitedHealthcareOnline.com

UHCCommunityPlan.com

MSCAN Provider Services  
1-877-743-8734

MS-CHIP Provider Services  
1-800-557-9933

Network Contracting  
1-866-574-6088  
*Option 1*



## Entering the Network

1. Apply for Provider Medicaid ID with MS Division of Medicaid
  - <https://www.ms-medicaid.com/msenvision/downloadenrollPackage.do>
  - Not required for CHIP participation
2. Complete credentialing application with CAQH
  - [www.CAQH.org](http://www.CAQH.org) > CAQH ProView
  - 888-599-1771

*Note that these initial steps do not directly involve UnitedHealthcare.*

## Entering the Network (cont.)

### 3. Contact UHC Credentialing to request participation in MSCAN and/or CHIP

- 877-842-3210
- Enter Tax ID and select 'Other Professional Services'

### 4. Disclosure of Ownership forms

3. [www.uhccommunityplan.com](http://www.uhccommunityplan.com) > Provider Forms
4. Online submission or mail/fax/email
  - State requirement delegated to CCO

### 5. Contract will be sent once credentialing and disclosures are completed/approved

- Questions can be directed to Network Management at 1-866-574-6088
- Demographic forms/info can be sent to:
  - Fax: 855-773-3156
  - email [HPDemo@uhc.com](mailto:HPDemo@uhc.com)

### 6. Sign and return contract

### 7. UHC will send final copy to provider once loaded

The Disclosure of Ownership and Control Interest Statement form is a federal regulation (42 CFR Part §455) applicable to all providers who participate in state-based health care programs, such as Medicaid & CHIP, and provide services related to a contract between a Medicaid Managed Care Organization (MCO) and a State Medicaid agency.



## Re-credentialing

- Re-credentialing is conducted every 3 years in compliance with NCQA standards and to ensure professional qualifications remain valid and current
- UHC begins outreach efforts several months in advance of re-cred date.
  - Needed action is specified in the letter.
  - If provider takes no action, additional letters will continue to be sent.
  - If re-cred date is reached and no provider action has taken plan, termination processes will begin.

# FQHC and RHC Policies



Administrative Code

Title 23: Medicaid  
Part 212  
Rural Health Clinics



Administrative Code

Title 23: Medicaid  
Part 211  
Federally Qualified Health Centers  
(FQHC)

## FQHC and RHC

- Encounters
  - Place of service 50 and 72
  - 4 distinct encounters per day (*acute exception*)
  - Designated provider types
    - MD/DO
    - PA
    - APN
    - DMD/DDS
    - OD
    - LCSW/Psychologist

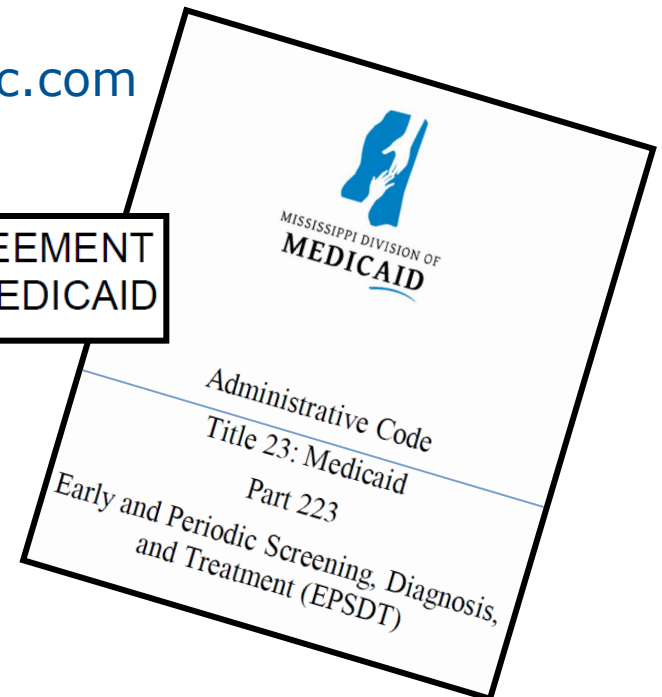
# Early & Periodic Screening, Diagnosis and Treatment

- Must be registered with DOM
- 15 point clinical requirements
- Periodicity adherence
- Bill correctly to indicate EPSDT svcs
- Kenisha Potter, EPSDT Coordinator

601-718-6609 or [Kenisha\\_potter@uhc.com](mailto:Kenisha_potter@uhc.com)

**Cool Kids**

PROGRAM PROVIDER AGREEMENT  
MISSISSIPPI DIVISION OF MEDICAID



# Claim Denials

Description	% of Total Denied
Duplicate Claim	<b>11.11%</b>
Terminated Member	<b>9.24%</b>
Send Primary Carriers EOB	<b>7.75%</b>
Submitted After Filing Limit	<b>7.50%</b>
Invalid place of service	<b>7.40%</b>
Provider Medicaid ID not on file	<b>3.10%</b>
Unknown member	<b>2.30%</b>
Non-covered service	<b>1.80%</b>
Claim date precedes subscriber eff dt.	<b>1.30%</b>
Procedure code requires a modifier	<b>1.20%</b>



**Mississippi Envision**  
 Quality Health-care Services Improving Lives

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[Notifications/Prior Authorizations](#)
[Tools & Resources](#)
[Clinician Resources](#)

## Check Eligibility and Assigned PCP

### To check member eligibility

- Medicaid's Envision website: [msmedicaid.acs-inc.com](https://msmedicaid.acs-inc.com)
- [UnitedHealthcareOnline.com](https://UnitedHealthcareOnline.com) > Patient Eligibility & Benefits
- Call UnitedHealthcare Community Plan Provider Services
  - MississippiCAN: 877-743-8734
  - Mississippi CHIP: 800-557-9933

### To verify PCP affiliation, please call Provider Services

- PCP Assignment is a requirement for each member
- A preferred PCP is identified for each member either through member self-selection or auto-assignment
- PCPs are identified on member ID cards
- Members can request a PCP change at any time and receive a new member ID card

## Claims Filing

### Electronic vs. Paper

- Electronic claims can help reduce errors and shorten payment cycles.
- Learn more about electronic claims submission at [UnitedHealthcareOnline.com](http://UnitedHealthcareOnline.com) > Tools & Resources > EDI Education for Electronic Transactions or call 800-842-1109.
- If a claim must be submitted on paper, please use the following address:

UnitedHealthcare  
P.O. Box 5032  
Kingston, NY 12402-5032

### Format

- All claims must be submitted using the standard CMS-1500, CMS-1450/UB04 or respective electronic format.
- Please include all appropriate secondary diagnosis codes for line items.

### Timely Filing

- Claims must be filed within six months from the date of service (MSCAN & CHIP)

## Prior Authorization

### Prior Authorization

- Call 866-604-3267 (Mon-Fri, 8am-5pm; or 24/7 for emergencies)
- Fax prior authorizations to 888-310-6858
- Online: [UnitedHealthcareOnline.com](https://UnitedHealthcareOnline.com) > Notifications/Prior Authorizations
- For a complete list of services requiring prior authorization, go to [UHCCommunityPlan.com](https://UHCCommunityPlan.com) > For Health Care Professionals > Mississippi

**Non-par providers should  
always seek authorization  
prior to rendering service.**

### Radiology/Cardiology Prior Authorization

- eviCore manages our Rad/Card prior authorization process
- Tools and resources are available on:
  - [UHCCommunityPlan.com](https://UHCCommunityPlan.com) > For Health Care Professionals > Mississippi > Radiology
  - [UHCCommunityPlan.com](https://UHCCommunityPlan.com) > For Health Care Professionals > Mississippi > Cardiology
- Request and verify prior auth with eviCore the following ways:
  - Online at [UHCCommunityPlan.com](https://UHCCommunityPlan.com)
  - Phone: 866-889-8054
  - Fax: 866-889-8061

### Dental Prior Authorization

- Online via the provider web portal at [www.uhcproviders.com](https://www.uhcproviders.com)
- Electronic submission via payer ID GP133
- By mail to: P.O. Box 1391 - Milwaukee, WI 53201



## Inpatient Management

### Admission & Birth Notifications\* (non-emergent)

#### Verify Eligibility:

- Log on to the Medicaid Envision website at:  
[www.ms-medicaid.com/msenvision](http://www.ms-medicaid.com/msenvision)
- Log on to the secure provider portal at:  
[www.unitedhealthcareonline.com](http://www.unitedhealthcareonline.com)
- Contact UHC Provider Services: 877-743-8734

#### Notify a Care Manager:

- Call: 866-604-3267
- Fax: 888-310-6858

### Utilization Management/Case Management

- Call 877-743-8731 (Mon-Fri, 8am-5pm; or 24/7 for emergencies)
- Staff can assist with routine prior authorizations, admissions, discharges and coordination of members' care

*\*This does not replace any Medicaid requirement. Please continue to utilize the Newborn Enrollment Form.*

## Pharmacy

**Preferred Drug List (PDL)** is defined by the Division of Medicaid and updated quarterly

- Access the PDL through Medicaid or at [UHCCommunityPlan.com](http://UHCCommunityPlan.com) > For Health Care Professionals > Mississippi > Pharmacy Program.
- Definitions for prior authorization, quantity level limits, step therapy, and specialty medications can be found in the PDL.

**Requesting Prior Authorization** for non-preferred medications or for those requiring prior authorization (turnaround time is typically < 24 hours)

- Phone: 800-310-6826
- Fax: 866-940-7328 (Forms can be found at the website above)

**An Emergency 3-Day Supply** is available for immediate need of a new non-preferred medication or a medication requiring prior authorization

- Direct communication is provided to network pharmacies on how to process

**Pharmacy Network Finder** under Find a Pharmacy link on website

**Medical Injectables** most commonly given in provider-based settings are processed as medical claims.

**Rx Provider Services: 877-842-3210**

## Disagree With a Decision?

### Claims

- **Provider Services**  
1-877-743-8734
- **Website**  
UHCOOnline.com
- **Reconsideration**  
Within 90 days of determination
- **Appeal**  
Within 30 days of determination
- **State Hearing**  
Within 30 days of UHC appeal determination

### Prior Auth/UM

- **Peer-to-peer**  
Within 14 days of determination or 3 days post-discharge
- **Concurrent Review**  
Within 14 days of determination or 3 days post-discharge
- **Appeal**  
Within 30 days of determination
- **State Hearing**  
Within 30 days of UHC appeal determination

# Behavioral Health

## Contracting, Credentialing And Claims:

### Michael Strazi

612-632-5727

michael.strazi@optum.com

### Rusty Palmer

651-495-5298

james.palmer@optum.com


Fax: 877-331-5852



**Phone: 1-800-404-6789**

- Brenda Waldrop x67698
- Brian Galloway x67821
- Carmen Taylor x67170
- Christina Cook x65607
- Kami Stevens x67439
- Karen Atkinson x67819
- Lakesia Ollie x67714
- Leigh Matthews x67818
- Lesa McGillivray x67817
- Myrtis Austin x67104
- Pam Hogan x67101
- Rilecia Swayze x67820
- Sam Gillam x67118
- Shira Brownell x67107
- Star Swan x67115
- Susan Cox x67113
- Tammy Gibson x67173

Dwyla Wilson- MS CHIP (Statewide)  
x67112

 **ECA Physical Locations**

**Care Advocates:**  
**1-800-404-6789**

## Dental & Vision

### Dental

**Advocate Deborah Vogt**

[www.uhcproviders.com](http://www.uhcproviders.com)

1-800-508-4862

Prior Authorization and COC:

- Online via the provider portal
- By mail to: P.O. Box 1391 - Milwaukee, WI 53201



### Vision

**Advocate Marne McCann**

MarnMc@vsp.com

[www.vsp.com](http://www.vsp.com)

1-800-852-7600, x-3376

Prior Authorization and Claims:

- Ph 1-800-852-7600
- Fx 1-916-463-3982



# Questions?

## Provider Services

MSCAN: 877-743-8734

MS-CHIP: 800-557-9933

# Thank you!