



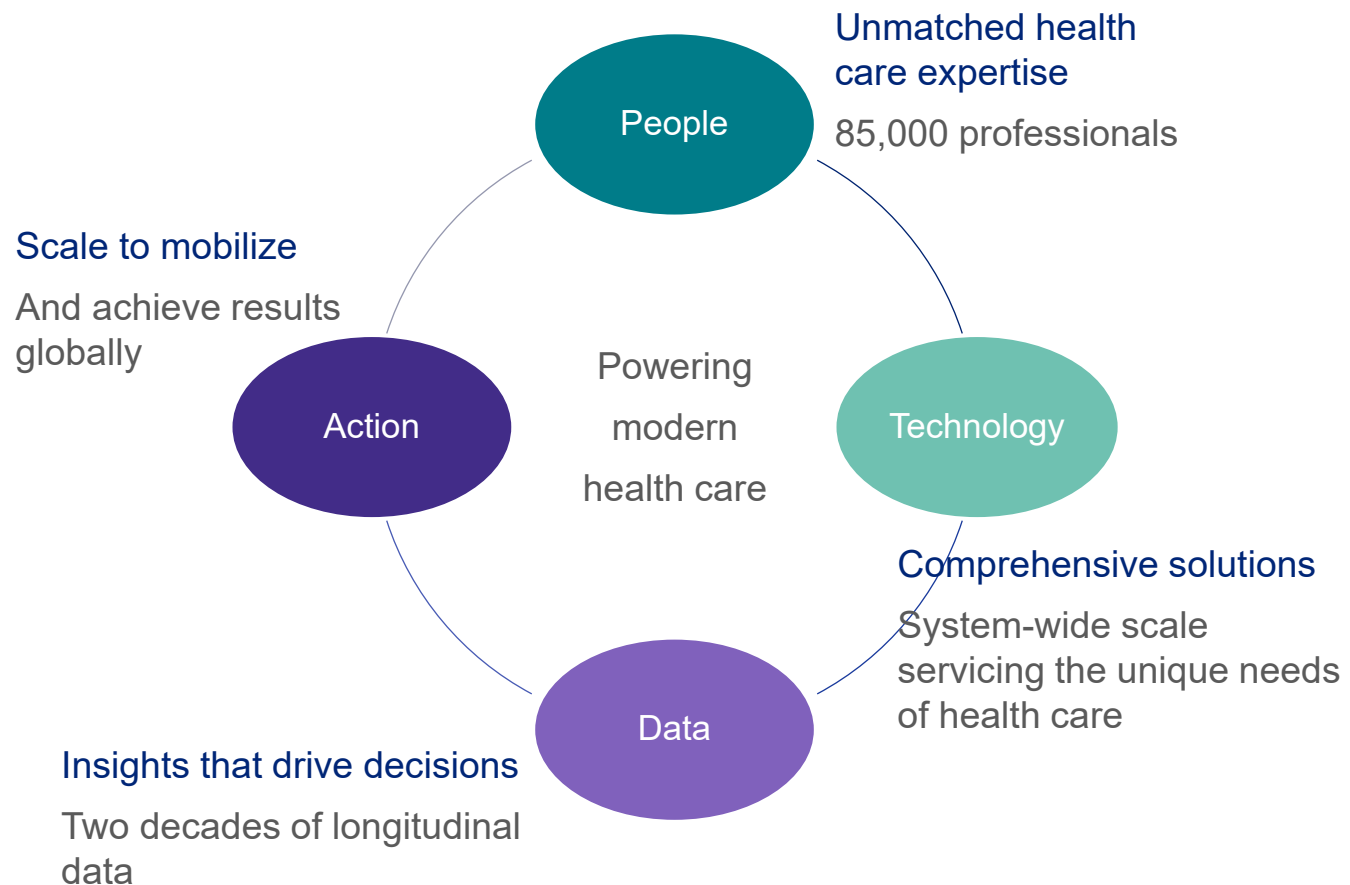
KanCare Autism/ABA Program Provider Training

Optum with UnitedHealthcare Community
Plan Kansas



Who is Optum?

- Optum is a collection of people, capabilities, competencies, technologies, perspectives and partners sharing the same simple goal: to make the health care system work better for everyone
- Optum works collaboratively across the health system to improve care delivery, quality and cost-effectiveness
- We focus on three key drivers of transformative change:
 1. Engaging the consumer
 2. Aligning care delivery
 3. Modernizing the health system infrastructure





UnitedHealth Group Structure

UNITEDHEALTH GROUP®



Helping make the health system work better for everyone

Information and technology- enabled health services:

- Health and Behavioral Health management and interventions
- Health Technology solutions
- Pharmacy solutions
- Intelligence and decision support tools
- Administrative and financial services



Helping people live healthier lives

Health care coverage and benefits:

- Employer & Individual
- Medicare & Retirement
- Community & State
- Global



Our United Culture

Our mission is to help people live healthier lives

Our role is to make health care work for everyone

Integrity.
Compassion.
Relationships.
Innovation.
Performance.

Honor commitments

Never compromise

Walk in the shoes of the people we serve

And those with whom we work

Build trust through collaboration

Invent the future, learn from the past

Demonstrate excellence

in everything we do

Who is Optum

Making care simpler and more effective for everyone

Health intelligence and innovation



Whole person health - physical, mental and social



Simpler, smarter care coordination



Proven clinical expertise and informed decision support



Connecting every aspect of health
 Designing care around the person
 Making health care smarter
 Ensuring equitable health for all



Seamless administrative transactions



Health equity ingrained into every aspect of our company culture



Innovative community care models



Information when you need it

Optum and You

Our relationship with you is foundational to the recovery and well-being of the individuals and families we serve. We are driven by a compassion that we know you share. Together, we can set the standard for industry innovation and performance.

Achieving our Mission:

- Starts with providers
- Serves members
- Applies global solutions to support sustainable local health care needs

From risk identification to integrated therapies, our mental health and substance abuse solutions help to ensure that people receive the right care at the right time from the right providers.

Specialty Network Services

Customers we serve:

- 50% of the Fortune 100 and 34% of the Fortune 500
- Largest provider of global Employee Assistance Programs (EAP), covering more than 19 million lives in over 140 countries
- Local, state and federal government contracts (Public Sector)

Serving almost 43 million members:

- 1 in 6 insured Americans
- The largest network in the nation, delivering best in class density, discounts and quality segmentation
- More than 140,000 practitioners; 4,200 facilities with 9,000 facility locations

Simultaneous NCQA and URAC accreditation

Staff expertise:

- Multi-disciplinary team of 50 staff Medical Directors, (e.g., child and adolescent, medical/psychiatric, Board-Certified Behavior Analysts, and addiction specialists) just to name a few



Optum Autism/ABA Member Information



Member ID Card

- Will be sent directly to the member
- The member's ID number will be their Medicaid number
- All relevant contact information will be on the back of the card for both medical and behavioral customer service



Please note this image is for illustrative purposes only.

Member Rights and Responsibilities

Members have the right to be treated with respect and recognition of his or her dignity, the right to personal privacy, and the right to receive care that is considerate and respectful of his or her personal values and belief system

Members have the right to disability related access per the Americans with Disabilities Act

You will find a complete copy of Member Rights and Responsibilities in the Provider Network Manual

These can also be found on the website: providerexpress.com

These rights and responsibilities are in keeping with industry standards. All members benefit from reviewing these standards in the treatment setting

We request that you display the Rights and Responsibilities in your waiting room, or have some other means of documenting that these standards have been communicated to the members



Member website

[Live and Work Well](#) makes it simple for members to:

- Identify network clinicians and facilities
- Locate community resources
- Find articles on a variety of wellness and work topics
- Take self-assessments



The search engine allows members and providers to locate in-network providers for behavioral health and substance use disorder services.



Providers can be located geographically, by specialty, license type and expertise.

The website has an area designed to help members manage and take control of life challenges.




Who is eligible?

To be eligible for ABA services, a client must meet both of the following criteria:

-  Be younger than age 21
-  Be covered under KanCare

AND meet the following criteria:

-  Have a diagnosis of an autism spectrum disorder, as defined by the most current version of the Diagnostic and Statistical Manual (DSM-5)



Autism/ABA Program Services





KanCare Autism/ABA Program Provider Credentialing Criteria

KanCare Autism/ABA Program Providers must meet the following criteria:

- Be an approved KMAP provider
- Complete state required autism waiver training at the U of K
- Meet professional liability insurance requirements of \$1m/\$1m
- Submit Kansas Centralized State Application with proof of above requirements, (i.e., KMAP number, copy of U of K training completion certificate, and liability face sheet) to KanCare Autism/ABA Program Network Manager at: joshua.vanryswyk@optum.com

Steps in Providing Treatment



Authorization Process

All Autism Services require Prior Authorization

- **For ABA only authorizations**, please submit requests online at optumpeeraccess.secure.force.com/ABAtreatment

- **For Autism Waiver Dual Services** authorization requests, please email completed Plan of Care and Authorization Request Form to:
 - Jennifer.Beaven@optum.com or fax to 1-855-268-9392
 - Attn: KanCare Autism/ABA Program Coordinator

- Forms are available on the KanCare Autism/ABA Program page of providerexpress.com

- When a request for services is received, Optum will:
 - review member benefit eligibility
 - determine whether the requested care meets medical necessity criteria
 - authorize services appropriately and issue authorization number



General Documentation Standard

The following must be clearly documented in the member's chart:

- Complete biopsychosocial assessment
- Axis I diagnosis
- Treatment request with specific long term and short-term goals
- Ongoing risk assessments

**More information about documentation standards can be found
in the Optum KanCare Provider Manual**

Discharge Planning

- Effective discharge planning addresses how a member's needs will be met during transition from one level of care to another or to a different treating clinician
- Planning begins with the onset of care and should be documented and reviewed over the course of care
- Discharge treatment planning will focus on achieving and maintaining a desirable level of functioning after the completion of the current episode of care
- Discharge instructions should be specific, clearly documented and provided to the member prior to discharge
- Throughout the treatment and discharge planning process, it is essential that members be educated regarding the importance of enlisting community support services, communicating treatment recommendations to all treating professionals, and adhering to follow-up care

Release of Information

- We release information only to the individual, or to other parties designated in writing by the individual, unless otherwise required or allowed by law
- Members must sign and date a Release of Information for each party that the individual grants permission to access their PHI, specifying what information may be disclosed, to whom, and during what period of time
- The member may decline to sign a Release of Information which must be noted in the Treatment Record; the decline of the release of information should be honored to the extent allowable by law
- PHI may be exchanged with a network clinician, facility or other entity designated by HIPAA for the purposes of Treatment, Payment, or Health Care Operations



Coding, Billing and Reimbursement





KanCare Autism/ABA Program Provider Fee Schedule

UNITED BEHAVIORAL HEALTH			
Billing Code	Modifier	Service Description	Units
S9482		Autism - Family Adjustment Counseling	15 min
S9482	HQ	Autism - Family Adjustment Counseling (Group)	15 min
T1005		Autism Respite Care	15 min
T1027	HN	Autism - Parent Support & Training	15 min
T1027	HQ	Autism - Parent Support & Training (Group)	15 min
97151		Behavior identification assessment – per 15 minutes	15 min
97152		Observational behavioral follow-up assessment includes physician or other qualified health care professional direction with interpretation and report, administered by one technician: first 30 minutes of technician time, face-to-face with the patient	15 min
97153	HN	Adaptive behavior treatment by protocol, administered by technician, face-to-face with one patient; first 30 minutes of technician time	15 min
97155	HM	Adaptive behavior treatment with protocol modification administered by physician or other qualified health care professional with one patient; first 30 minutes of patient face-to-face time	15 min
97156		Group adaptive behavior treatment by protocol, administered by technician, face-to-face with two or more patients; first 30 minutes of technician time	15 min

1	Per Hour or Unit Payment: The Reimbursement Rate made to Provider for each unit of service provided to a Member as defined by the definition of the Billing Code. Such payment shall be considered payment in full for all MH Services provided to the Member, included but not limited to nursing care, diagnostic and therapeutic services, and supplies. Such payment is exclusive of physician fees. If physician services are rendered, such services are included in the rate of reimbursement.
2	Per 15 Minute Payment: The Reimbursement Rate made to Provider for each unit of service provided to a Member as defined by the definition of the Billing Code. Such payment shall be considered payment in full for all MH Services provided to the Member, included but not limited to nursing care, diagnostic and therapeutic services, and supplies. Such payment is exclusive of physician fees. If physician services are rendered, such services are included in the rate of reimbursement.
3	The MH Services authorized by UBH and provided to a Member on an outpatient basis of the diagnosis, testing, and/or treatment of a mental health condition, other than Emergency MH Services or as part of a partial hospitalization or day treatment program, Provider shall be paid by Payor the lesser of (a) Provider's Customary Charge for such MH Services, less any applicable Member Expenses; or (b) the Method of Payment set forth above, less any applicable Member Expense(s).

Claims Submission

All Autism/ABA Claims must be:

- Submitted on a Form 1500 (v.02/12) claim form

Please send paper claims to:

- United Healthcare
P.O. Box 5270
Kingston, New York 12402

Electronic Claims Payer ID: 96385

Claims status can be obtained by calling the Claims Customer Service Center:

- Optum – 1-855-802-7095



Claims Tips

To ensure clean claims remember:

- NPI # for the rendering provider (professional or paraprofessional) is required on all claims
- A complete diagnosis is also required on all claims
 - ❑ Example: F84.0 Autism Spectrum Disorder.

Claims Filing Deadline:

- Providers should refer to their contract with Optum to identify the timely filing deadline that applies

Claims Processing:

Clean claims, including adjustments, will be adjudicated within 30 days of receipt

Balance Billing:

- The member cannot be balance billed for behavioral services covered under the contractual agreement



Claims Tips (cont.)

Member Eligibility:

- Provider is responsible to verify member eligibility through KMAP

Coding Issues:

- Coding issues including incomplete or missing diagnosis
- Invalid or missing HCPC/CPT examples:
 - Submitting claims with codes that are not covered services
 - Required data elements missing, (i.e., number of units)

Provider information missing/incorrect:

- Example: provider information has not been completely entered on the claim form or place of service

Prior Authorization Required:

- No authorization received for those services for which an authorization is required
- Units exceeded, example: authorization was given for 10 days, facility has billed for 11 inpatient days



Diagnostic Coding

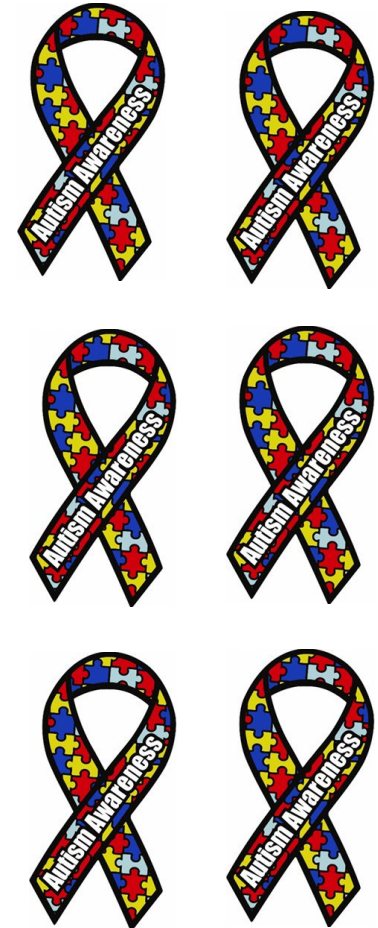
Guides for Coding:

- DSM-5 defined conditions:
 - Clinical criteria for ASD
 - Maps to the appropriate ICD billing code
- ICD-10 required for dates of service 10/1/15 and later

ASD Coverage:

- Autism Spectrum Disorder, F84.0 (ICD-10)
Mandatory usage (effective 10/1/15)

- A complete diagnosis with all 4 digits is required on all claims utilizing the ICD-10 coding



Appeals and Grievances



Appeals

- Must be requested within 120 days from days from the date of disposition on the remittance report (Explanation of Benefits).
- Pre-Service: is an appeal of a service that has not yet been received by a member. When a pre-service appeal is requested, we will make an appeal determination and notify the provider, facility, member or authorized member representative in writing within fourteen (14) calendar days of the request
- Post-Service: is an appeal of a service after it has been received by a member. When a post service appeal is requested, we will make the appeal determination & notify the provider, facility, member or authorized member representative in writing within fourteen (14) calendar days of the request

- Must be requested as soon as possible after the Adverse Determination
- Optum will make a reasonable effort to contact you prior to making a determination on the appeal. If Optum is unsuccessful in reaching you, an urgent appeal determination will be made based on the information available to Optum at that time
- Notification will occur as expeditiously as the member's health condition requires, within three (3) business days, unless the appeal is pertaining to an appeal relating to an ongoing emergency or denial of continued hospitalization, which we will complete investigation and resolution of not later than one (1) business day after receiving the request

Appeal requests can be made orally or in writing; however, an oral request to appeal shall be followed up by a written, signed, appeal.

Services While In Appeal

- You may continue to provide service following non-coverage determinations, but the member should also be informed of the adverse determination
- The member or the member representative should be informed that the care will become the financial responsibility of the member from the date of the adverse determination forward
- The member must agree in writing to these continued terms of care and acceptance of financial responsibility. You may charge no more than the Optum contracted fee for such services, although a lower fee may be charged
- If, subsequent to the adverse benefit determination and in advance of receiving continued services, the member does not consent in writing to continue to receive such care and we uphold the determination regarding the cessation of coverage for such care, you cannot collect reimbursement from the member pursuant the terms of your Agreement

Grievances

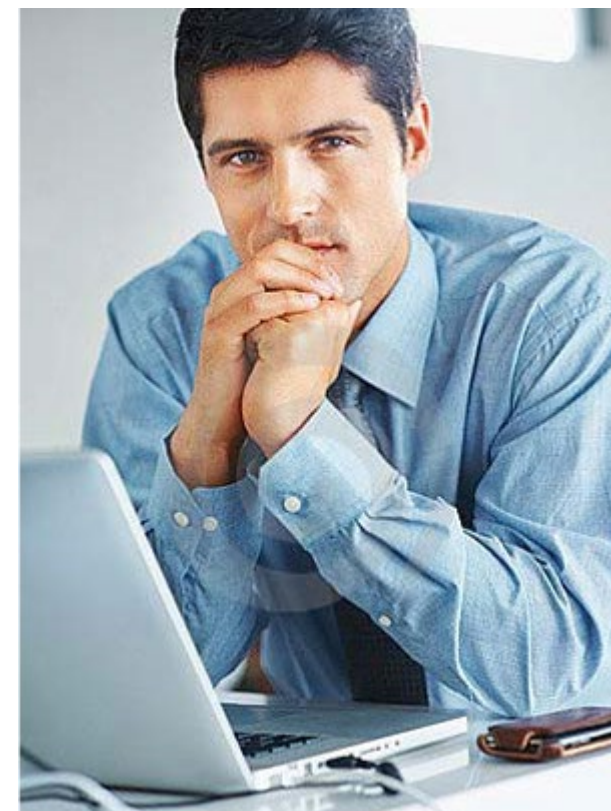
We strive for the best customer service, but if you have a grievance, please contact us:

- Call 1-855-802-7095 and a Customer Service representative will assist with the grievance process
- Or send a written grievance to:

United Healthcare Community Plan

P.O. Box 31364

Salt Lake City, Utah 84131- 0364



Resources



UHCprovider.com Provider Website

The screenshot shows the top navigation bar with the UnitedHealthcare logo, a search bar, and utility links for MEMBERS, FIND DR., LINK, NEW USER, and SIGN IN. Below the navigation is a hero section with a smiling woman's image and several callouts: 'Use the MENU to explore by topic', 'Search can take you quickly to what you want', 'Head straight to LINK for self-service tools', and 'Quickly access important self-service areas from tiles below'. A 'Learn More About Site Features' button is present. Below the hero section are four colored tiles: 'Claims and Payments' (purple), 'Eligibility and Benefits' (blue), 'Policies and Protocols' (green), and 'Prior Authorization and Notification' (purple), each with a 'Learn More' or 'View Current' button. At the bottom, there is a 'Latest UnitedHealthcare Provider News' section with two news items, both titled 'Claim Submission Is Coming To Link'. A vertical 'Feedback' button is located on the right side of the page.



New User Registration

UHCprovider.com

Provides clinicians with access to the latest news, policy information and to Link self-service tools for care providers

Create a One Healthcare ID

In order to access secure content on UHCprovider.com or to access Link self-service tools to submit claims, verify eligibility or to check for prior authorization requirements, you first need to have a One Healthcare ID that has been connected to the Tax ID of your practice, facility or organization.

Video: Accessing Link via UHCprovider.com

Need a One Healthcare ID?

Please register to create your One Healthcare ID.

Have a One Healthcare ID, but need to connect a Tax ID?

To start the process, sign in with your One Healthcare ID on UHCprovider.com and click "No" when asked if you received a registration letter that included a security code. From that point, complete the required fields for the form as prompted. For help see the Accessing Link - Quick Reference Guide.

Need help accessing certain applications on Link?







If you are unable to access specific Link Self-Service application using your Tax ID connected One Healthcare ID login, please contact your organization's practice administrator – they are the only ones able to manage and make changes to account access.

KanCare Autism Program

Optum assumed management of the autism waiver program benefits for KanCare (managed care program for Medicaid and Children's Health Insurance Program [CHIP]) members with coverage through UnitedHealthcare Community Plan effective January 1, 2013.

Effective January 1, 2017, KanCare Medicaid Autism/ABA is covered under the Kansas state wide Medicaid plan.

To learn more about the process for applying to the network and the clinical protocols your participation in this unique network would require you to follow, please review the materials below.

- [KanCare Autism Program Plan of Care](#)  
- [KanCare Autism Enrollment Overview](#)  
- For Autism Waiver or dual services authorizations, please continue to submit the form below via fax to the local Kansas Medicaid team at 855-268-9392
- [KanCare Autism Program Authorization Request Form](#)  
- For ABA only authorizations, please submit requests online at: <http://electronicforms.force.com/ABATreatment>



Contact Us / Request to Join the Network:

Mitchell Rogers, Specialty Network Manager

Email: mitch_rogers@optum.com

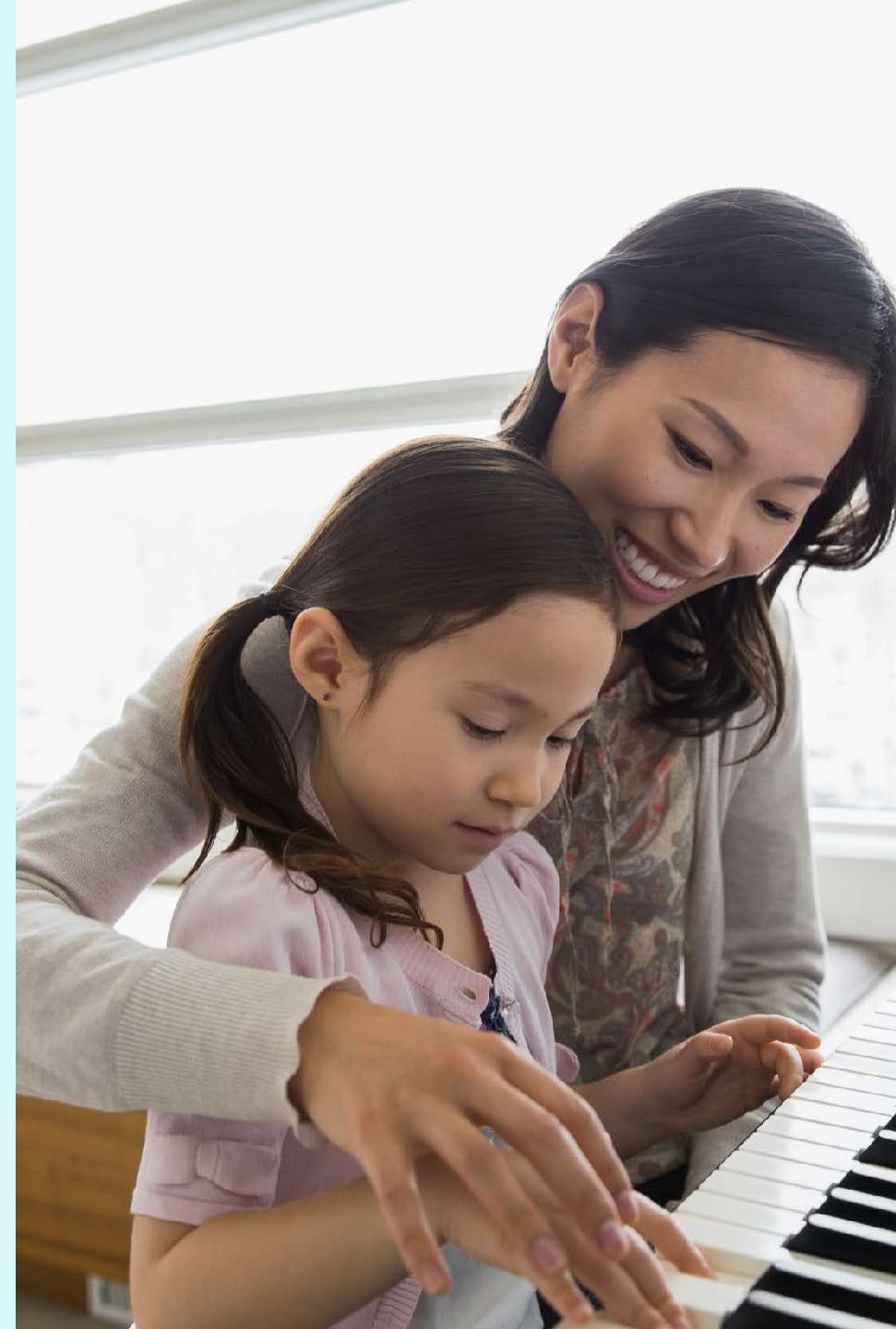
KanCare Autism/ABA Program Provider Quick Reference Guide



KanCare Autism ABA Program Quick Reference Guide

ID Card	
Clinician is Responsible for:	<p>Verifying benefits/eligibility online at uhcprovider.com or call the Behavioral Health number located on the back of the member's ID card 1-855-802-7095</p> <ul style="list-style-type: none"> Obtaining authorization as necessary Being familiar with the Network Manual located on our web site: providerexpress.com >Guidelines / Policies & Manuals> Network Manual
Prior Authorization	<p>All autism services require prior authorization:</p> <ul style="list-style-type: none"> Verify benefits/eligibility online at providerexpress.com or call the Behavioral Health number located on the back of the member's ID card Prior Authorization can be obtained via Treatment Authorization Request Form and submitted either <ul style="list-style-type: none"> Online at https://optumpeeraccess.secure.force.com/ABAtreatment/ Or via fax at 1-855-268-9392
Claims Paper Submission	<p>Mail paper claims to:</p> <ul style="list-style-type: none"> United Healthcare, P.O. Box 5270, Kingston, NY 12402 All autism provider services must be billed on a Form 1500 Submission should occur within 90 days of date of service
Electronic Submission	<p>Submit claims online through:</p> <ul style="list-style-type: none"> Front End Billing (FEB) (information can be found at kmap-state-ks.us) Payer ID for submitting claims using the EDI clearing house is 96385
Claim Status	<p>Claims status can be obtained by calling Customer Service Center:</p> <ul style="list-style-type: none"> 1-855-802-7095 Or through the Web portal at providerexpress.com or uhcprovider.com
Claim Appeals	<p>Claim appeals process:</p> <ul style="list-style-type: none"> Appeals must be requested within 120 calendar days of disposition on the remittance report (Explanation of Benefits) Mailed to Optum, 10895 Grandview Dr. Suite 200, Overland Park, KS 66210-1562
Update Practice Info	<p>You can update your practice information by contacting your designated Autism Network Manager.</p>
Disclaimer	<p>Information contained herein is subject to change. Please contact your Network Manager with any questions.</p>
Network Management	<p>Mitchell Rogers, Specialty Network Manager Email: Mitch_Rogers@optum.com</p>

Appendix



Helpful Websites

To get an NPI number:

- [NPPES \(hhs.gov\)](https://www.nppes.gov)

To learn more about HIPAA:

- [HIPAA Home | HHS.gov](https://www.hhs.gov/hipaa)

To learn more about Tax IDs or Employee IDs:

- [irs.gov](https://www.irs.gov)

Optum provider website:

- providerexpress.com
- Claim Tips: Provider Express > Quick Links > Claim Tips
- Claim Forms: Provider Express > Quick Links > Forms > Optum Forms - Claims

Autism Votes website:

- [Advocate | Autism Speaks](https://www.autismvotes.com)

Enrollment Wizard

- [Provider Enrollment Wizard](#)



Provider and Member Resources

- Abuse & Neglect: Child
- Abuse: Domestic Violence
- Abuse & Neglect: Elder
- ADHD (Adult)
- ADHD (Youth)
- Alzheimer's & Dementia
- Anxiety
- Arthritis
- Asthma
- Autism
- Bipolar (Adult)
- Bipolar (Youth)
- Cancer
- Childhood Illness
- Chronic Pain
- Depression (Adult)
- Depression (Youth)
- Diabetes
- Eating Disorders (Adult)
- Eating Disorders (Youth)
- Heart Disease/Circulatory
- HIV
- Infertility
- Obesity
- Personality Disorders
- Obsessions & Compulsions
- Phobias
- Postpartum Depression
- Post-Traumatic Stress Disorder
- Schizophrenia (Adult)
- Schizophrenia (Youth)
- Sexual Problems
- Stress
- Traumatic Brain Injury

Key Terms: Completing Claim Forms

- Type of plan box
- Patient name
- Dependent
- Subscriber ID or member ID
- Signature on File
- Patient address
- Policy or Group Number
- Prior authorization
- DSM-5 diagnosis
- ICD-10 diagnosis code
- ICD indicator
- Dates of Service
- Place of Service
- Procedure code
- Modifiers
- Diagnosis Pointer
- Charges (total)
- Units
- NPI and provider ID
- TIN or EIN
- Accept assignment
- Total charge
- Amount paid by patient
- Balance due



Optum

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