



29i Health Care Facility/VFCA Provider Orientation Q&A August 2021

Evidence Based Practices	Are there Trauma Informed and Evidenced Based Care resources a 29i Health Care Facility/VFCA can access through UHC?	<p>Posted on Provider Express are NY Children’s Clinical Guidelines that can act as a resource and reference for your agency, and cover several topics related to behavioral health services: https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/NY/NY%20Children%20Clinical%20Practice%20Guidelines.pdf</p> <p>Pathway: providerexpress.com > Our Network > State Specific Provider Information > New York > New York Medicaid Provider Resources - Children Under 21 > Clinical Information > New York Children’s Clinical Practice Guidelines</p>
Foster Care Liaison	How does a 29i Health Care Facility/VFCA contact the Foster Care Liaison both during regular hours and after hours?	<p>Our Foster Care Liaison contact is as follows: Marleen Litt, Interim Foster Care Liaison Telephone: 1-855-883-5403 Email: nyfostercare@uhc.com</p> <p>After Hours Contact: Providers: 1-866-362-3368 select option Members: 1-800-493-4647 select option 8</p>
Transmittal Form	How can I submit a Transmittal Form for a UnitedHealthcare member I am seeing?	<p>Effective 7/1/2021, Transmittal Form should be submitted to: americhoice_ny_chp@uhc.com</p> <p>State Transmittal Form template can be found: https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/NY/29i%20Transmittal%20Form%20and%20Instructions.pdf</p> <p>Pathway: providerexpress.com > Our Network > State Specific Provider Information > New York > New York Medicaid Provider Resources - Children Under 21 > Clinical Information > 29i Health Care Facilities/VFCA Resources > Transmittal Form</p>
Transmittal Form	What are the required elements on the Transmittal form?	<p>Please complete the <u>entire form</u>, including all elements for primary contact, as per instructions. Blank fields may result in delay in processing.</p>

Member Information	Please describe how 29i Health Care Facility/VFCA staff can call UHC on behalf of the child/member (e.g., 29i/VFCA case worker, claims-related)?	<p>Anyone who needs to obtain information about the member, should contact Member Services: 1-800-493-4647</p> <ul style="list-style-type: none"> • You will be asked to provide authentication using below information: <ul style="list-style-type: none"> ○ Member Name ○ Member Date of Birth ○ Member ID (CIN or Member ID#) ○ 29i/VFCAs Mailing Address ○ Member SSN • For HIPAA compliance, 29i/VFCAs will be required to provide the <u>MMIS number</u> (aka PP-10) assigned to them by the State. <p>If after hours, support can be provided by calling: 1-800-493-4647, select Option 8</p> <p>For claims related questions, contact Network Management (email strongly preferred): Email: nynetworkmanagement@optum.com Phone: 1-877-614-0484</p>
Member Information	What is MMIS# and how will it be utilized?	MMIS# (aka PP-10) is a unique 8-digit numeric identifier assigned to 29i Health Care Facility/VFCA. For HIPAA compliance, 29i/VFCAs will be required to provide to UHC the MMIS# assigned to them by the State.
Member Information	How can 29i/VFCA update PCP information?	<p>There are several ways a 29i/VFCA can update PCP information:</p> <ul style="list-style-type: none"> • Utilize the member portal: myuhc.com • Call 1-800-493-4647 - HIPAA Verification is required • Contact the Foster Care Liaison <p>For any changes other than PCP information, a Transmittal Form must be submitted.</p>
Member Information	Are referrals needed to see a specialist?	<p>Children in Foster Care are exempt from needing a PCP referral to see a specialist.</p> <p>For Medical Submission of Authorizations & Notifications:</p> <ul style="list-style-type: none"> • Electronic Request: Utilize Prior Authorization and Notifications (PAAN) system: uhcprovider.com/paan • Telephonic: 1-866-604-3267
Member Information	How can a 29i Health Care Facility/VFCA obtain a duplicate member card?	Call member services to request a duplicate card: 1-800-493-4647. HIPAA verification is required.

Member Information	Can a foster parent set up and/or manage a member's account?	The myuhc.com member site can only be managed by the legal responsible party or representative. The 29i Health Care Facility/VFCA should set up and manage the member's account to ensure continuity.
Member Information	Will the member ID# on the child's UnitedHealthcare insurance card be the same as their current Medicaid ID#?	The member ID assigned to the child by UnitedHealthcare is not the same as the child's Medicaid ID# (aka CIN). Please note, the CIN is not visible on the myuhc.com site.
Member Information	Since I work at a large agency, is it possible that all UnitedHealthcare communications to come to me, as the point person?	All member-related information will be sent to the 29i/VFCA address provided on the transmittal forms. UnitedHealthcare does not recommend that a specific employee's name appear as a "point person" because changing the contact information each time a staff member leaves will be problematic and potentially impact timeliness of communications. It is suggested that the 29i/VFCA create its own internal process to forward all UnitedHealthcare documents to that one individual.
Appeals	Who can submit an appeal on behalf of the child in Foster Care? Can a foster parent submit an appeal?	As per State guidance, UnitedHealthcare can only communicate member-related information and issues with the 29i/VFCA. Any appeals should be submitted by 29i/VFCA to UnitedHealthcare. We cannot communicate directly with the foster parent.
Claims	We were instructed to utilize R69 for core service claims where a diagnosis is unavailable. New guidance has since come out that indicates Z62.21 is appropriate.	Both R96 and Z62.21 can be used For additional information, please refer to MCTAC billing tool: https://29ibilling.ctacny.org/
Claims	Can we put in a date range for dates of service for monthly billings?	Core Limited Health Related Services are billed daily and can be submitted with a range of multiple dates of service on one claim. Other Health Related Services are billed daily and should be submitted on separate claims submissions separate from Core Services as well as OLHRS. Please note, a separate claim is required for each type of service – rate code and HCPCS combination. For additional information, please refer to MCTAC billing tool: https://29ibilling.ctacny.org/
Billing	What distinguishes a BH vs Medical claim? Should diagnosis be used?	Diagnosis is required on the claim and will drive where the claim is directed for processing. Please refer to the provider orientation Billing and Claims section for more information. If you have any questions, please reach out to Heidi Hopkin, NY Network Liaison: Email: Heidi_Hopkins@Optum.com Phone: 518- 313-4844

Credentialing	Can CAQH be used for credentialing?	CAQH is not used for agency credentialing. UHC has a specific agency application that needs to be completed for 29i/VFCA that would like to join the network. Please reach out to Network Management for additional information: Email: nynetworkmanagement@optum.com Phone: 1-877-614-0484
Primary Care Physician (PCP)	If a child in Foster Care sees a PCP through the 29i/VFCA, is there anything that the facility/agency needs to do?	UnitedHealthcare does not require PCPs that provide services under the 29i/VFCA to be contracted or credentialed separately.
Primary Care Physician (PCP)	Does a child in Foster Care need a referral to see a specialist?	A child in Foster Care does not require a referral to see a <u>participating</u> specialist. To see a <u>non-participating</u> specialist, a referral is not needed, but a prior authorization is required to ensure claims payment.
Primary Care Physician (PCP)	If there is a different PCP name on the member card, does a 29i/VFCA need to get that name switched to the PCP the child is seeing?	A child in Foster Care is not locked into seeing the PCP listed on the member card. That child can see any PCP affiliated with/employed by the 29i/VFCA. However, the PCP on the card should list the PCP the child is seeing. There are several ways that a 29i/VFCA can update PCP information: <ul style="list-style-type: none"> • Utilize the member portal: myuhc.com • Call 1-800-493-4647 - HIPAA Verification is required • Contact the Foster Care Liaison
Primary Care Physician (PCP)	What should a 29i/VFCA do if they have medical claims or medical provider questions?	If the VFCAs have medical claims or medical provider questions, they should: <ul style="list-style-type: none"> • Use uhcprovider.com. This is the provider portal for all matters. • If the provider portal does not answer the question(s), please send an inquiry to: northeastprteam@uhc.com
Primary Care Physician (PCP)	Should the 29i/VFCA indicate the PCP name on the Transmittal form?	Yes, it is important for 29i/VFCA to indicate member's PCP on the transmittal form.
Dental	If a client requires dental and orthodontic services, what do we do?	For dental services, to check member eligibility, benefits, claims, authorizations, network participation and contract questions: 1-800-304-0634
Pharmacy	Are there RX co-pays for the Medicaid plans?	While some Medicaid plans do have copays, children in Foster Care do not have copays on their prescriptions.