

United Healthcare Community Plan of Indiana Hoosier Care Connect Medicaid Tips

Claims - We have online tools and resources to help you manage your practice's claim submission and payment.

Need to submit a claim, check status, or apply for reconsideration?
Go to [UHCprovider.com/claims](https://www.uhcprovider.com/claims) to learn about Claims (on Link)

Claim tips:

- To ensure “clean claims” remember:
 - An NPI number is required on all claims
 - A complete diagnosis is also required on all claims
- Claims filing deadline
 - Providers should refer to their contract with United/Optum to identify the timely filing deadline that applies
- Claims processing
 - Clean claims, including adjustments, will be adjudicated within 14 days of receipt
- Balance billing
 - The member cannot be balanced billed for behavioral services covered under the contractual agreement
- Member eligibility
 - Provider is responsible to verify Member eligibility through IHCP portal
- Coding Issues
 - Incomplete or missing diagnosis invalid or missing HCPC/CPT
 - Submitting claims with codes that are not covered services
 - Required data elements missing (e.g., number of units)
- Provider information missing/incorrect
 - Example: provider information has not been completely entered on the claim form or place of service
- Box 33 having the *billing* service location instead of the service location with a matching Zip+4 to match what is on IHCP

Claim submission and Processing link: <https://www.in.gov/medicaid/providers/files/claim-submission-and-processing.pdf>

Electronic Payer ID: 87726

Claims mailing address: UnitedHealthcare Community Plan
PO Box 5240
Kingston NY 12402-5240

Prior Authorization

For Behavioral Health Prior Authorization, please submit the Universal PA form to 1-844-897-6514.

- Link to the Universal Prior Authorization Form:
<https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/in/UnivrsPriorAuthForm.pdf>
- Link to the auth list:
<https://www.providerexpress.com/content/dam/ope-provexpr/us/pdfs/ourNetworkMain/welcomeNtwk/in/IN%20HCC%20BH%20EPA L%20Provider%20Express12.3.2021.pdf>

How do I request Behavioral Health Prior Authorization?

- Initiate phone authorization process by calling the number on the back of the member's ID card
- Securely login to Provider Express and select "Auth Request" from the "Auths" dropdown box.
 - To check on status, select "Auth Inquiry"
- Utilize paper Universal Prior Authorization Form from [Provider Express - Indiana Medicaid](#) and click "Prior Authorizations and Appeals"
Fax to 1-844-897-6514

Coordination of Care

1. CommunityCare

UHC has a special program for providers to utilize to help enhance their experience with UHC

i. Why use CommunityCare?

1. To view and share care plans for members

- a. There is an online release of information for those who have been approved to view the treatment plans and notes online through CommunityCare. This has always been a hurdle between PMP and MH providers and knowing exactly who should also be able to view notes as well as just getting the member into the office to sign off on it.
- b. This allows both mental health providers and PMPs to be able to review notes to help provide better whole-person care
- c. Notes could state from PMP or from MH provider that patient has missed several appt. PMP or MH provider could then try to see if there is something different going on or

help to encourage the member to seek either primary care or MH care depending on what appts were cancelled/no-show

2. View inpatient admissions and discharges
 - a. This will allow both PMP AND MH providers a chance to view recent inpatient admissions and notes for appropriate follow-up care
 - b. Provider no longer has to wait to be informed by the member of their inpatient stay, alerts on CommunityCare can help. Also have exportable files to filter discharge dates to best target for follow-up care.
 3. To be informed of ED discharges
 - a. Alerts can be viewed on patients who were discharged from Emergency visit
 - b. Follow-up outreach calls could then be made to help get the member the necessary treatment
 4. Improve quality scores
 - a. For Behavioral Health there is often a FUH measure or score
 - i. Exportable spreadsheets
 - b. Notes and alerts can help assist in prioritizing members receiving outreach attempts.
 - i. If a member has been IP or to the ED multiple times and you see it on reports, but have not seen the member in the office yet for the year, that member should bump up on the priority list of outreach.
- ii. How do I find CommunityCare on UHCprovider.com?
 1. Click the button to sign into Link. Then, select CommunityCare.
 - iii. How do I register to CommunityCare on UHCprovider.com?
 1. Go to UHCprovider.com/newuser
 2. You may also contact UnitedHealthcare Web Support at providertechsupport@uhc.com or call 1-866-842-3278, option 1, from 7 a.m. to 9 p.m. CT, Monday through Friday.
 - iv. Who can you reach out to for questions regarding the CommunityCare Provider Portal?
 1. Contact your Network Manager. If you are unsure who that is, please visit [UHCprovider.com](https://www.uhcprovider.com) and select your state to locate your network representative.

2. The Individual Health Record (IHR)

- a. The Individual Health Record (IHR) is a technology platform that provides a robust digital record of a person's UnitedHealthcare health care history. IHR takes data from across systems and transforms it into a record that communicates each person's health history and current health status.

Get a broader understanding of your UnitedHealthcare patients' overall health care experience, including improved:

1. **Information.** The platform delivers patient information across all patient encounters in the health care delivery system.
 - Diverse data such as inpatient, outpatient, ambulatory, in-network, out-of-network and reported sources are combined into a single record.
 - Gives you access to current and historical diagnoses, visits, medications, and tests from physicians outside your practice.
2. **Coordination** helps reduce unnecessary or duplicated tests and appointments as all clinical teams are working from the same patient information.
 - Near real-time data is used in the IHR, helping decrease possible test duplication and increase the ability to monitor items, such as medication.
 - Helps reduce the administrative burden for providers by automating the movement of data.
3. **Care** provides a broader view of your patients' overall health care experience. It will benefit care teams in several important ways:
 - Makes the most of the patient's visit, potentially closing open gaps in care.
 - Identifies potential admission/readmission risks early, allowing the provider to take preventive measures.
 - i. How do I request access to IHR?
 1. Go to [UHCprovider.com/newuser](https://uhcprovider.com/newuser)
 2. You may also contact UnitedHealthcare Web Support at providertechsupport@uhc.com or call 866-842-3278, option 1, from 7 a.m. to 9 p.m. CT, Monday through Friday.
 - ii. Who can you reach out to for questions regarding IHR?
 - Call the Dedicated Service Team at 1-888-761-0346 (Monday – Friday, 7 a.m. – 7 p.m. CST). The Dedicated Service Team will research the issue and validate the information with the originating data source.

Contacts

- **Belen Stewart, Senior Provider Relations Advocate (Northern Indiana Counties)**

- Main Number: **1-612-632-5962**

- Fax Number: **1-855-572-3643**

Northern Indiana Counties: Adams, Allen, Benton, Blackford, Carroll, Cass, Clinton, DeKalb, Elkhart, Fulton, Grant, Howard, Huntington, Jasper, Jay, Kosciusko, LaPorte, LaGrange, Lake, Marshall, Miami, Newton, Noble, Porter, Pulaski, St Joseph, Starke, Steuben, Tippecanoe, Tipton, Wabash, Warren, Wells, White, Whitley

- **David Hoover, Senior Provider Relations Advocate (Southern Indiana Counties)**

- Main Number: **1-763-330-7588**

- Fax Number: **1-855-572-3643**

Southern Indiana Counties: Bartholomew, Boone, Brown, Clark, Clay, Crawford, Daviess, Dearborn, Decatur, Delaware, Dubois, Fayette, Floyd, Fountain, Franklin, Gibson, Greene, Hamilton, Hancock, Harrison, Hendricks, Henry, Jackson, Jefferson, Jennings, Johnson, Knox, Lawrence, Madison, Marion, Martin, Monroe, Montgomery, Morgan, Ohio, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Randolph, Ripley, Rush, Scott, Shelby, Spencer, Sullivan, Switzerland, Union, Vanderburgh, Vermillion, Vigo, Warrick, Washington, Wayne

- **Indiana Autism/ABA Network Management**

- **1-877-614-0484**

Indiana Medicaid Website

www.in.gov/medicaid/

United Healthcare Community and State is required to regularly verify the accuracy of provider information listed on the IHCP Portal. Please review the information listed and make any changes if applicable. Inaccurate information could result in claim denials.