UnitedHealthcare Community Plan

2024 IHCP Works Annual Seminar

HCBS 101

Presented by David Hoover, Provider Services Manager

Agenda

1. UHCprovider.com

2. Join Our Network

3. UHC Provider Portal
   1. Notice of Action

4. Service Plan

5. Claims

6. EVV

7. HCBS Provider Advocates

8. Questions and Answers

UHCprovider.com

UHCprovider.com

http://www.UHCprovider.com/incommunityplan

Eligibility   Prior Authorization   ⟶   NOA can be found on secure portal

Claims and Payments   Resources

⟶ Education and Training

⟶ The UnitedHealthcare Provider Portal resources

Join Our Network

Join Our Network – Choose Provider Type

Ancillary Facilities ˅

Behavioral Health ˅

Dental Providers ˅

Health Care Professionals (excluding Specialists Listed Below) ˅

Home and Community Based Services (HCBS) ˅

Hospitals and Health Care Facilities (including Skilled and Long Term Care Facilities) ˅

Physical Health ˅

Vision ˅

Initiating the Contract Process

Send your request to hcbsprovidernetwork@uhc.com and include:

- Provider Name

- Provider Address

- Contact name and phone number

- Contact email

- Tax ID number (TIN)

- Medicaid ID number or Legacy Provider Identifier (LPI)

- Services the provider is certified to provide

Enroll with IN Medicaid at
Indiana Medicaid: Providers:
Provider Enrollment

UHC Provider Portal

UHC Provider Portal Example

Notice of Action (NOA)

Service Plan

Service Plan Information

All members receiving HCBS waiver services will receive a service plan.

- A Person-Centered Care and Service Plan (PCSP) is developed with the member in collaborating with the member's Interdisciplinary Care Team including the caregiver, providers, and Care and Service Coordinator.
- The PCSP includes the member's service plan and is inclusive of authorized HCBS services. There is no need for HCBS providers to submit additional authorizations.
- Providers can log into the UHC provider portal to view the service plan authorizations that have been approved.
- Reassessment occurs annually or due to a trigger event (hospitalization, fall, or caregiver change) to develop changes to the care/service plan and authorizations.

Service Coordinator

Claims

Ways to Bill

[Claims and Payments | UnitedHealthcare Community Plan of Indiana | UHCprovider.com](#)

Paper

UnitedHealthcare Community Plan of Indiana

P.O. Box 5270
Kingston, NY 12402-5270

Electronic

Payer ID: 87726

Ensure your clearinghouse can transmit claims to Optum (UHC's clearinghouse)

Portal

Securely log-in then select "Claims and Payments"

Portal Claim Submission

United Healthcare

Training & Support ⌄   Practice Management ⌄   Trackit

Search 🔍

Payer 87726 - UnitedHealthcare ⌄   Provider

| Eligibility | **Claims & Payments** ⌃ | Referrals | Prior Authorizations | Clinical & Pharmacy ⌄ | Documents & Reporting ⌄ | Additional Tools |

Claims Tasks

Look up a Claim

Search PRA
Search, view, and/or print Provider Remittance Advice (PRA) documents. Depending on payer and/or the line of business, results may return: Explanation of Benefits (EOB), Provider Remittance Advice (PRA), Electronic Remittance Advice (ERA), or Explanation of Payment (EOP).

Submit a Claim
Use Claim Submission to enter claims electronically using the same information as the CMS-1500 paper form. This tool is ideal for small practices that don't work with an electronic data interchange (EDI) clearinghouse.

Payment Tools

Direct Connect ⤢
Direct Connect is a web-based platform that helps providers and UnitedHealthcare communicate effectively, automate workflows and drive overpayment resolutions.

Fee Schedule Lookup
Allows participating providers to look up contracted rates of Commercial plans for CPT and HCPC codes, for a specific physician/healthcare professional name and product.

HBMA Find a Medical Biller ⤢
This helps identify medical billing companies by specialty and certification.

InstaMed Payments ⤢

Office Ally ⤢
Our programs allow patients, providers and IPAs/Health Plans to interact in real time, providing immediate communication between all parties.

Optum Pay ⤢
This transforms the payment process by moving the claims and electronic remittance data with the electronic payment.

Claim Estimator
Allows you to predetermine patient benefits, allowable service bundling, and claim financials. (Not available for all policies.)

Portal Claim Submission Tips

- Enter all necessary claim information

  - [HCBS Billing Guidelines](#) is a great resource if you have questions.

- Always use the member's Medicaid ID when billing the Medicaid payer

- Follow recommended caregiver:relationship guidance for billing. [BT202449 (in.gov)](#)

- Always use appropriate modifiers. Section 3 of table 1 in the [OMPP HCBS Waiver Module](#)

- **Do not bill with an NPI**. When populating box 33 in our portal you should select "No" when asked if you have a National Provider Identifier (NPI). By selecting no, UHC will automatically enter the G2 qualifier before your Medicaid ID (LPI). If you also enter G2, your claim may deny.

33. Billing Provider

Select Billing Provider Address *

Select...

Search by Zip Code (Optional)

If the address you're looking for does not appear in the results, please do a zip code search.

Do you have a National Provider Identifier (NPI)?
- ○ Yes
- ● No

33A. Billing Provider Secondary ID *

33B. Taxonomy Code (Optional)

Electronic Visit Verification (EVV)

EVV

- UHC connects to Sandata.

- Providers can use an alternate EVV aggregator as long as it connects to Sandata.

- [Indiana Medicaid: Providers: Electronic Visit Verification](#)

- [Indiana Medicaid: Providers: Electronic Visit Verification Training](#)

HCBS Provider Advocates

HCBS Provider Advocate Map

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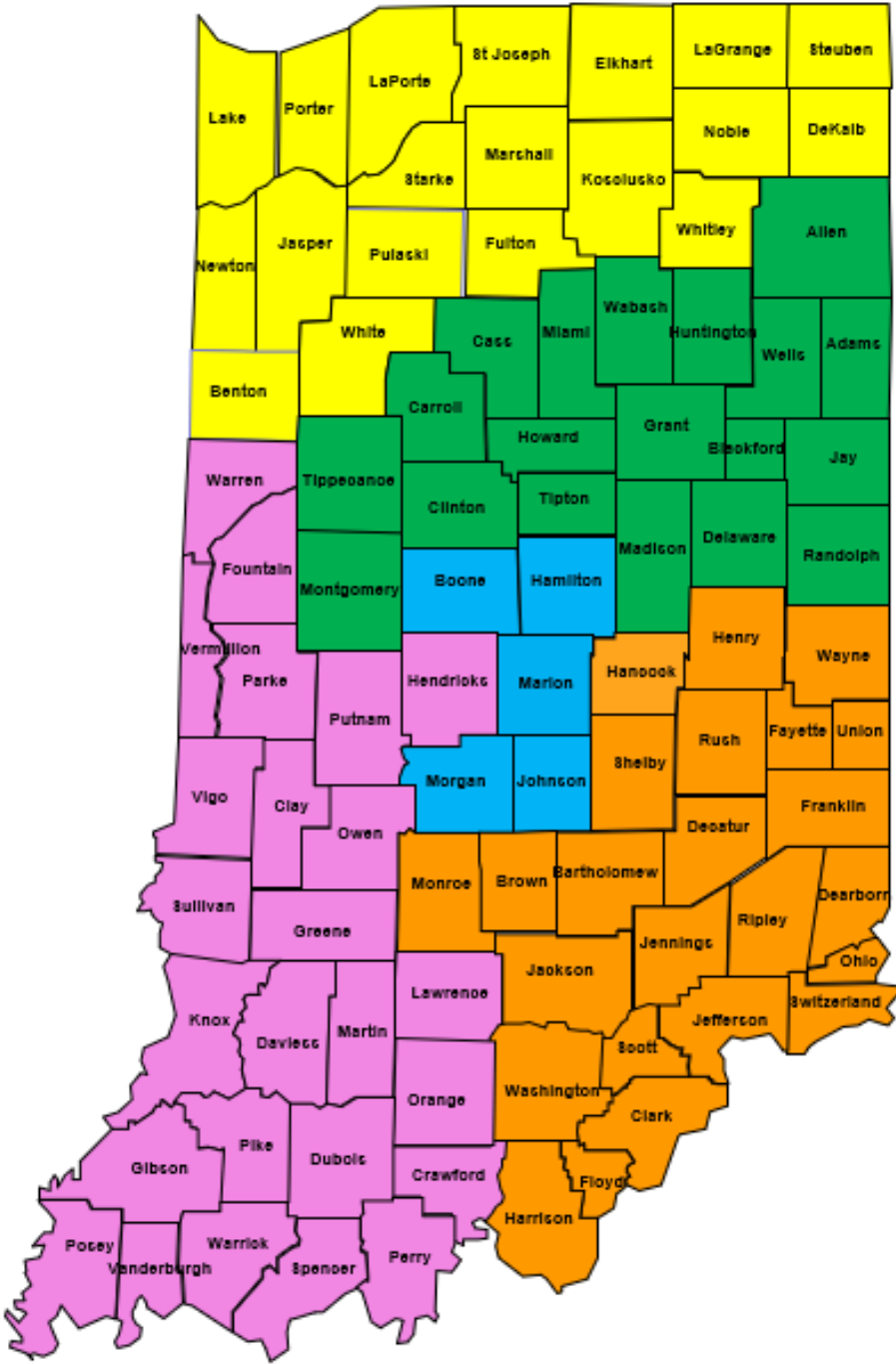
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Thank you

Questions?

United
Healthcare