



UnitedHealthcare Community Plan

2024 IHCP Works Annual Seminar

HCBS 101

Presented by David Hoover, Provider Services Manager

United
Healthcare

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

[Eligibility and Referrals](#)[Prior Authorization](#)[Claims and Payments](#)[Our network](#) ▾[Resources](#) ▾[Sign In](#) ▾

[Home](#) > [Health Plans by State](#) > [Indiana health plans](#) > [UnitedHealthcare Community Plan of Indiana Homepage](#)

UnitedHealthcare Community Plan of Indiana Homepage

[Bulletins and Newsletters | UnitedHealthcare Community Plan of Indiana](#)

[Care Provider Manuals](#)

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

[Eligibility and Benefits](#)

[How to Join the UnitedHealthcare network | Indiana](#)

[Pharmacy Resources and Physician Administered Drugs | UnitedHealthcare Community Plan of Indiana](#)

[Policies and Clinical Guidelines | UnitedHealthcare Community Plan of Indiana](#)

UnitedHealthcare Community Plan of Indiana Homepage

Last update: July 3, 2024

We know you don't have time to spare, so we put all the UnitedHealthcare Community Plan resources you need in one place. Use the navigation on the left to quickly find what you're looking for. Be sure to check back frequently for updates.

IN Pathways for Aging continuity of care period

UnitedHealthcare (UHC) Pathways will honor existing A&D waiver service authorizations for up to 90 days from the date of enrollment. Members currently receiving A&D waiver services can continue receiving those same services under the UHC Pathways program. Please continue to provide services as we work to send authorization notices to you for those you serve. If you have any questions, please email IN_providerservices@uhc.com.



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

The screenshot displays the UHC Provider Portal interface with several callout boxes highlighting key features:

- Access TrackIt and see what tasks need attention:** Points to the TrackIt icon in the top right navigation bar.
- Use the search bar to quickly find any tool in the portal:** Points to the search bar in the top navigation bar.
- Get the latest training and technical resources:** Points to the Training & Support dropdown menu.
- Manage users, demographics, paperless delivery and more:** Points to the Practice Management dropdown menu.
- Make changes to your personal profile and settings:** Points to the user profile dropdown menu (Taylor).
- Access the tools you use from the menu bar at the top of the page or the tabs on the left:** Points to the main navigation menu bar (Eligibility, Claims & Payments, Referrals, etc.) and the left-hand sidebar.
- Use the Payer and Provider dropdown menus to switch the information used in your searches and tasks:** Points to the Payer and Provider dropdown menus in the top right.
- Change the order of the tabs based on your preference or remove the ones you don't need:** Points to the 'Customize Tabs' button.
- Find shortcuts to resources, links and tools:** Points to the 'Eligibility & Benefits Resources' section on the right.
- Find important UnitedHealthcare news and updates:** Points to the 'UnitedHealthcare Updates' section in the left sidebar.

The main content area shows a 'Welcome, Taylor!' message, a 'Verify Eligibility & Benefits' form, and a 'Quick Links & Tools' section.



Notice of Action (NOA)



Payer **87726 - UnitedHealthcare** ▾ Provider ▾


Prior Authorizations and Notifications

Required *

Shortcuts to page sections: [Create new prior authorization](#) | [Peer-to-peer and drafts](#) | [View existing and flagged](#) | [Guidelines & resources](#)

View existing and flagged


Click the tabs below to toggle between existing submissions/Decision IDs and flagged cases.

 Existing submissions/Decision IDs

 Your flagged cases

Search existing submissions/Decision IDs

Currently selected provider: **Edit**

 **Additional in-progress cases for Rocky Mountain Health Plan members may be available. [Click here to view](#)**
To search for completed Rocky Mountain Health Plan cases, use the Search by provider or member options below.

Select your search criteria *



Inquiry details that result in a Decision ID can be retrieved using Decision ID in the search criteria.

 Feedback





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

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



Admin | Home | Claim Submission | Search Results | [View Recent Search Results](#) | [Print / Generate a Reference Number](#)

Subscriber | Date of Birth: | Gender: | Member ID Selected. [New Search](#)

Policy Selected: **In Mitss Acute Hcbs** | **Active** (07/01/2024 - 12/31/2024) | Service Dates Requested: 07/11/2024 - 07/11/2024 [Modify Search](#)

[Patient Demographics](#) | [Policies](#) | [Care Provider](#) | [Deductibles, Maximums, & Liabilities](#) | [Coverage](#) | [Detailed Benefits](#)

Eligibility Details

 **Patient Demographics** 

Patient Details

Name	Address (Subscriber)
Gender	Date of Birth

Language

Translation and ASL Services
-

Written Preference
English

Verbal Preference
-

Text Presentation Type
Standard Print

Other Plan Members (0)

If other members exist on this plan, please conduct a new search with the specific patient information.

Service Coordinator Information

Name	Phone Number	Email
		--





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



Training & Support ▾

Practice Management ▾

TRACKIT

Search



Payer 87726 - UnitedHealthcare ▾

Provider [Redacted]

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 *

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

REGION 1
Latoia Williams
763-361-1122
Email: Latoia_Williams@uhc.com

REGION 2
Kelsie Buckley
763-361-1118
Email: Kelsie_Buckley@uhc.com

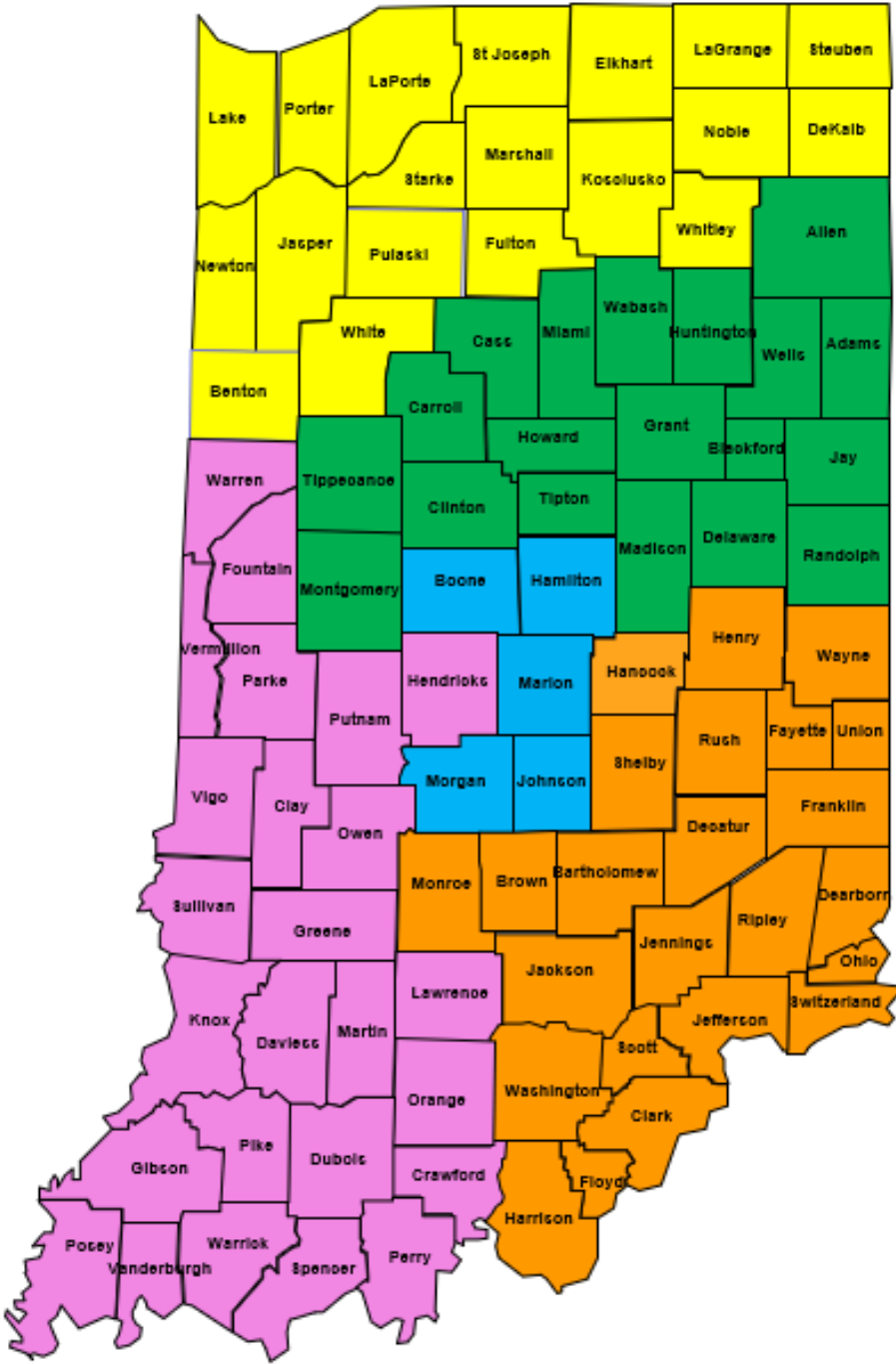
REGION 3
Arianna Bingham
763-361-1142
Email: Arianna_Bingham@uhc.com
Company name starting A-H

REGION 3
Dorian Trice
763-361-1650
Email: Dorian_Trice@uhc.com
Company name starting I-Z

REGION 4
Keesha McIntyre
763-361-3249
Email: Keesha_Mcintyre@uhc.com

REGION 5
Hannah Haining
763-361-1125
Email: Hannah_Haining@uhc.com

David Hoover
Manager
317-275-8269
david_hoover@uhc.com





Thank you

Questions?

A decorative graphic element consisting of three thick, dark blue wavy lines that flow across the bottom of the slide, starting from the left and ending on the right.

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