



## Provider Alert

### We're Reprocessing Claims Affected by Our Multiple Procedure Reduction Reimbursement Policy

We want to let you know about an update for your claims affected by our Multiple Procedure Reduction Reimbursement Policy for UnitedHealthcare Community Plan members. In January 2018, we announced that our claims processing software was not aligning with the correct reimbursement rate for Multiple Procedure Reduction indicator of 3 codes (endoscopy). Since then we have temporarily reimbursed CPT codes with a multiple procedure indicator of 3 at the standard Multiple Procedure Reduction for indicator of 2 codes as outlined in our policy.

Our claims processing software will align with the correct policy reimbursement rate by March 2019. We'll reprocess any claims processed before Nov. 23, 2017 and reimburse them at the correct rate. You don't need to take any action if you were affected by this error. Your claims will be processed automatically.

To read the policy, please visit [UHCprovider.com](http://UHCprovider.com) > Menu > Policies and Protocol > Community Plan Policies > Reimbursement Policies for Community plan > Reimbursement Policies > Multiple Procedure Policy.

#### Note About Reimbursement Policies

As with all UnitedHealthcare Community Plan policies, other factors affecting reimbursement may supplement, modify or in some cases supersede this policy. These factors include but are not limited to federal and/or state regulatory requirements, physician or other provider contracts, and/or the member's benefit coverage documents. Unless otherwise noted, these reimbursement policies apply to services reported using the CMS-1500 or its electronic equivalent, or its successor form.

UnitedHealthcare Community Plan reimbursement policies don't address all issues related to reimbursement for services rendered to our members, such as the member's benefit plan documents, our medical policies and the UnitedHealthcare Community Plan Administrative Guide or Care Provider Manual. Meeting the terms of a particular reimbursement policy is not a guarantee of payment. Likewise, retirement of a reimbursement policy affects only those system edits associated with the specific policy being retired. Retirement of a reimbursement policy is not a guarantee of payment. Other applicable reimbursement and medical policies and claims edits will continue to apply. If there's an inconsistency or conflict between the information in this provider notification and the posted policy, the provisions of the posted reimbursement policy prevail.

### We're Here to Help

If you have questions about this policy, please call Provider Services at the number listed on the back of the member's ID card. Thank you.