



Texas | Summer 2019

practice**matters**



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A Word from Chief Medical Officer — Salil Deshpande, MD

We take great care to help improve quality of life for members who have complex health conditions such as heart disease, diabetes and secondary complications of developmental disabilities. We strive to use our years of experience in health care to support you as you treat these members.

In this issue of Practice Matters, you'll learn more about how you can:

- Use Healthcare Effectiveness Data and Information Set (HEDIS®) quality measures in your care plans to help prevent and treat illness for your patients who have complex health conditions
- Prevent fraud, waste and abuse and attend training available on responsibly using public funds to care for Medicaid members
- Join us for an upcoming Provider Expos where we'll share ways that we can work together to serve members

Thank you for your collaboration as we strive to help people live healthier lives.

Wishing you the best this summer,



Helping Your Patients Live Healthier Lives Using HEDIS® Measures

Healthcare Effectiveness Data and Information Set (HEDIS®) quality measures provide a gauge on health care performance, identify care opportunities and help members be more engaged with their preventive health. HEDIS® measures cover a wide variety of care opportunities. In this issue, we'll focus on HEDIS® measures and high blood pressure

Using HEDIS® Measures to Control High Blood Pressure

To help our members live healthier lives and improve your HEDIS® measure scores, please consider these best practices and tips related to blood pressure.

- Encourage members with uncontrolled blood pressure to return to the clinic for blood pressure rechecks with the goal of the last measure within the calendar year being <140/90.
- Code blood pressure on every encounter using CPT® Category II codes:

Systolic CPT Category II

- 3074F: Most recent reading <130
- 3075F: Most recent reading 130-139
- 3077F: Most recent reading ≥ 140

Diastolic CPT Category II:

- 3078F: Most recent reading <80
- 3079F: Most recent reading 80-89
- 3080F: Most recent ≥ 90
- Consider rechecking and documenting a blood pressure measurement within the same encounter for those members with blood pressure measurements >140/90. Many individuals have compliant blood pressure on recheck.

Meet Oscar

Oscar, a fictional example made up for the purposes for this article, is a 54-year-old high school science teacher with a family. During his recent yearly checkup, his doctor diagnosed him with high blood pressure and provided information about how he could use diet and exercise to improve his blood pressure. Oscar's dad had suffered a heart attack, but he was older than Oscar when it happened so he'd never felt too concerned about his own heart health – until now.

After talking with his doctor, Oscar was ready to step up and get his blood pressure under control. He's now eating right and exercises regularly. Under the advice of his doctor who uses HEDIS® measures as a resource to help guide care, Oscar plans to provide blood pressure readings to his doctor in real time so they can help monitor his progress.

There are a number of options available for Oscar to share his readings directly with his doctor's office, including some blood pressure machines in pharmacies or grocery stores. And when he does, this activity will count toward his doctor's HEDIS® quality measurement audit.

Learn More About HEDIS® Measures

Want to learn more ways you can use HEDIS® measures to help your patients live healthier lives? Join us for discussions with UnitedHealthcare Community Plan nurses on UHC On Air this fall. We'll discuss how you can use 2019 HEDIS® measures to help treat both simple and complex conditions, including respiratory conditions, prenatal care, diabetes and well-baby care.

To access UHC On Air:

- Sign in to Link by clicking on the Link button in the top right corner of UHCprovider.com.
- Select the UHC On Air tile from your Link dashboard.

Important information for health care professionals and facilities

Celebrate National Health Center Week

One in every 12 people living in the U.S. relies on health center services. This summer, UnitedHealthcare Community Plan will support National Health Center Week from Aug. 4–10 by celebrating the federally qualified health centers and rural health centers we work with.

In 2018, health centers treated more than 28 million* people:

- 91 percent of patients are in or near poverty.
- 1.3 million are homeless and about 355,000 are veterans.
- 82 percent of patients are uninsured or publicly insured.

Health centers support our mission of helping people live healthier lives, as they provide high quality, cost-effective, accessible care to those who need it. To celebrate the work and services these health centers provide in communities, we're encouraging participation in appreciation events nationwide.

Health Center Week Theme and Events

This year, we're focusing on the theme "Rooted in Communities" by recognizing communities and services that make a difference in people's everyday lives such as food banks, shelters and transportation services. Nationwide, events include community outreach activities, open houses, free breakfast or lunch deliveries, charity events, health fairs and more.



For more information about events and resources available for National Health Center Week, go to healthcenterweek.org.

*Data from HRSA.gov



Upcoming Provider Information Expos

The UnitedHealthcare Community Plan of Texas team has been traveling throughout Texas to meet you in your communities, and we have two more visits planned for this fall. During our upcoming Provider Information Expos, we'll share ways that we can work together to serve members, including tips for using UHCprovider.com to check eligibility, request prior authorizations, manage claims and more.

Coming Soon to Corpus Christi and Houston

Join us for our final stops:

- Tuesday, Sept. 17 at the Embassy Suites, 4337 South Padre Island Drive, Corpus Christi, TX 78411
- Thursday, Oct. 10 at Hearthstone Country Club, 7615 Ameswood Rd., Houston, TX 77095

The Provider Information Expos will be from 9 a.m. – 4:30 p.m. Central Time. We'll provide a light breakfast, lunch and drinks.



For registration information, go to UHCprovider.com/TXcommunityplan > Bulletins and Newsletters > Alerts, Bulletins and News > **Meet Us at a Provider Information Expo in Texas.**

Important information for health care professionals and facilities

Update Your Information for the Attendant Compensation Rate Enhancement

In New Orleans, they have a specific word for when you get a little something extra or a bonus, like a second scoop of ice cream at no extra charge – lagniappe (pronounced “lan yap”). Texas Health and Human Services (HHS) created its own lagniappe with the Attendant Compensation Rate Enhancement, a program designed to thank non-medical attendants who care for Texas Medicaid recipients such as providers of long-term support services.

How to Update Your Information

Starting in 2019, agencies that employ non-medical attendants need to update their information every year in order to be considered for this rate enhancement. To update your information, complete and return the form on UHCprovider.com/TXcommunityplan > Provider Forms > **Attendant Compensation Rate Enhancement**. On the form, you'll need to tell us how you'll inform your attendants about the rate enhancement and how you will use it to their benefit.

Learn More



For more information, contact your Provider Advocate or call **888-787-4107** weekdays from 8:30 a.m. – 4:30 p.m. Central Time.

Access to Care Standard — Getting Members the Right Care at the Right Time

UnitedHealthcare Community Plan (Medicaid) members sometimes have unique access to care based on our contract with the Texas Health and Human Services Commission. Primary care providers need to be available 24 hours a day, which includes offering after-hours phone access. Some care providers may also need next day appointment availability.

To help you provide appropriate access to care, we developed the Helping Member Access Care guide on UHCProvider.com/TXcommunityplan > Reference Guides and Value-Added Services > **Helping Members Access Care**.



If you have questions, please call Customer Service at **888-887-9003**

Protect Medicaid Dollars for Medicaid Members

We manage care for Medicaid-eligible Texans on behalf of the Texas Health and Human Services Commission, which is a public entity entrusted with state and federal Medicaid funding. As a contracted provider in our care provider network, we need your help to protect these public funds for our members' health care services. When fraud, waste or abuse happens, our members may need to pay higher premiums or out-of-pocket expenses, or they may experience reduced benefits or coverage

What You Need to Know

- **Fraud** is intentional misrepresentation to obtain something of value. It can involve a dishonest action or a misrepresentation of fact.
- **Waste** includes inaccurate payments for services, such as unintentional duplicate payments, and can include inappropriate utilization and/or inefficient use of resources.
- **Abuse** includes practices that directly or indirectly result in unnecessary costs to health care benefit programs and result in services that are not medically necessary or are unfairly priced.

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Important information for health care professionals and facilities

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Reporting Potential Fraud, Waste and Abuse

It can be difficult to determine if fraud, waste and abuse is happening when you see suspicious activities. The good news is that you don't need to figure it out on your own, and the law protects you when you report in good faith. You should report your suspicions for investigation to:



UnitedHealthcare: Call **844-359-7736** or visit **uhc.com/fraud**.



Office of Inspector General: Call **800-436-6184** or visit **oig.hhsc.texas.gov** > **https://oig.hhsc.texas.gov/report-fraud**

Preparation is Key

Don't wait until you suspect something is happening. Put a compliance plan in place to prevent fraud, waste and abuse. Here are some helpful tips from the Centers for Medicare & Medicaid Services (CMS):

- Create and share written policies and procedures with your staff.
- Train and educate employees about preventing fraud, waste and abuse.
- Identify someone in your office to act as a compliance officer to help with reporting.



Watch Anti-Fraud Waste and Abuse 2019 Provider Training on UHC On Air. To access the program, sign in to Link by clicking on the Link button in the top right corner of **UHCprovider.com**. Select the UHC On Air tile from your Link dashboard, then choose the Texas channel and select Anti-Fraud, Waste and Abuse Provider Training

Texas Health Steps Medical Checkups

Did you know that physicians can delegate annual Texas Health Steps Medical Checkups to registered nurses for STAR, STAR Kids and STAR+PLUS members through age 20? This can be a great option for helping ensure our youngest members get the annual checkups they need to stay healthy.



Learn more at hhs.texas.gov > Texas Health Steps > **Requirements for Registered Nurses Who Complete Texas Health Steps Checkups.**

Protecting Members from Mosquito-Borne Illness

Warmer summer months unfortunately mean more mosquitos that can spread infectious diseases. Some areas of Texas, such as Harris County, may see some relief from these summer "guests" with the introduction of elephant mosquitos this year. They can reduce the population of smaller mosquitos that present more health risks since they spread disease.

UnitedHealthcare Community Plan of Texas members don't need to live in an area with elephant mosquitoes to get help keeping mosquitos away. Members can get mosquito repellent spray by using their benefit card at a pharmacy.

How You Can Help

Please help us spread the word to members that pharmacies have a standing prescription order for mosquito repellent for Texas Medicaid members.



Learn more at UHCprovider.com/TXcommunityplan > Bulletins and Newsletters > Messages from the Texas Health and Human Services Commission > **HHSC Alert: Texas Medicaid Standing Order for Mosquito Repellent Has Been Revised.**

Tobacco Smoking Cessation Benefits

According to **America's Health Rankings**[®], fewer adults are smoking cigarettes in Texas than in the past. That's great news, but considering the health risks and expense associated with smoking, we need to help even more Texans quit.

One event that can help people get started down the path of being tobacco free is the Great American Smokeout[®], which is November 15. But why they wait until November? UnitedHealthcare Community Plan of Texas members ages 10 and older now have access to smoking and tobacco cessation counseling benefits that they can use today to help them quit using tobacco.



For more information, go to UHCprovider.com/TXcommunityplan > Bulletins and Newsletters > Information from the Texas Health and Human Services Commission > **HHSC Alert: Smoking and Tobacco Use Cessation Counseling Benefits to Change for Texas Medicaid on May 1, 2019.**

Addressing Substance Abuse Disorders with Medication-Assisted Treatment

Medication-assisted treatment (MAT) is a proven treatment for substance use disorders that involves a combination of counseling therapies and medications to treat substance use and prevent opioid overdose. This approach can lead to better, long-term recovery results and resilience to relapse.

MAT Resources

Optum[®], an affiliate company of UnitedHealthcare, can help you connect UnitedHealthcare Community Plan of Texas members who have a substance use disorders with MAT resources. Visit providerexpress.com > Clinical Resources > **Medication Assisted Treatment** or call UnitedHealthcare Community Plan of Texas at **888-887-9003** for an assessment referral.

New UnitedHealthcare Dual Complete[®] Plan Claims Submission Process

Members who qualify for Medicare as their primary insurance and Medicaid as secondary insurance may select one of our UnitedHealthcare Dual Complete[®] plans to help manage their Medicare benefits. With one of these plans, members can have many of their health and wellness needs addressed by Medicare-contracted doctors. Medicaid benefits may help with cost sharing, as well as with long term care services and support to remain in the community if needed.

New Claims Submission Responsibilities in 2019

Effective April 12, 2019, we introduced a two-step process that you need to follow when submitting claims for members in a UnitedHealthcare Dual Complete plan:

- **Step 1 - Medicare:** Submit the Medicare claim to us. Our payment of the allowed portion will show on your electronic provider remittance advice.
- **Step 2 - Medicaid:** Submit any remaining balance to the appropriate secondary payer. This could be the Texas Medicaid and Healthcare Partnership (TMHP), another managed care organization or UnitedHealthcare Community Plan.

Remaining Balances



To find out where remaining balances should be billed, go to the Texas Medicaid Provider Procedures Manual at tmhp.com > Providers > Medicaid Provider Manual > **Texas Medicaid Provider Procedures Manual**. If a member has a Dual Complete plan, this step doesn't apply to balances that are considered copayments, coinsurance and deductibles. For eligible members, those payments will be automatically processed in our claims system.

Electronic Visit Verification Claim Submission Changes

There's a significant change coming for Electronic Visit Verification (EVV) claims on Sept. 1, 2019. Claims for service visits on or after September 1 must be submitted directly to Texas Medicaid and Healthcare Partnership (TMHP). They will go through the EVV claims matching process and then TMHP will forward the claims to managed care organizations for processing and payment.



For more information about billing directly to TMHP, go to UHCprovider.com/EVV > Electronic Visit Verification > Training > **Texas Health and Human Services Submitting an EVV Claim Training.**



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Practice Matters is a quarterly publication for physicians and other health care professionals and facilities in the UnitedHealthcare network.

UnitedHealthcare Community Plan is the trade name of United Healthcare Insurance Company in the Texas Health and Human Services Commission's STAR+PLUS Central and Northeast Medicaid Rural Service Areas. UnitedHealthcare Community Plan is the trade name of UnitedHealthcare Community Plan of Texas L.L.C. in the following service delivery areas: Jefferson, Harris, Hidalgo, Nueces and Travis.



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