



Texas | Winter 2018

practice**matters**



For More Information

Call our Customer Service Center at **888-887-9003**

Visit **UHCommunityPlan.com**

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We hope you enjoy this edition of Practice Matters. In this issue, you can read about access to care efforts, flu vaccinations for members, vitamin D testing, and much more.





A Message from Our Chief Medical Officer — Salil Deshpande, MD

Health matters to everyone, in every community. Regardless of income, zip code or medical history, people need quality health care — and they should be able to access it. We serve Texans, many of whom contend with complex medical conditions on top of a daily struggle to make ends meet. That's why we are united behind our mission: to help people live healthier lives and make the health system work better for everyone.

We participated with the UnitedHealthcare investment grants to address social determinants of health. In 2018 we partnered with the University of Texas Rio Grande Valley School Of Medicine, United Health Foundation funded the University's Center for Colonia Integrated Care (CCIC). The grant helps improve access to primary and preventive health care services in the community through a mobile health clinic, Unimovil. Unimovil can help remove barriers to health care, such as transportation, child care and work obligations by bringing health care closer to where people live and work.

It's important to us that our members have access to the care they need. This year we expanded our telemedicine, both in terms of outreach locations and connectivity to specialists, including psychiatry. Read more in this newsletter about our encouragement of ProjectECHO too.

We also targeted women's wellness. Imaging centers joined with us, using appointment blocking for mammograms together with breast and cervical cancer education. We invited members, some who never had a screening. Working with their primary care provider, many got their corresponding annual women's wellness and any necessary physician orders.

We show our commitment in the communities we serve through these actions and others such as supporting the Alzheimer's Association, March of Dimes, Goodwill Industries, Special Olympics Texas, National Alliance on Mental Illness, Wounded Warrior Project and more. As we enter a new year, we look forward to continuing our collaborations to make a difference.

A handwritten signature in black ink that reads "Salil Deshpande MD". The signature is written in a cursive style.

Important information for health care professionals and facilities

Encouraging Members to Get the Flu Vaccine

We encourage universal immunizations. Help get eligible members in for their flu shot. In previous seasons (2016–17 and 2017–18), Quadrivalent live attenuated influenza vaccine (LAIV4) (FluMist Quadrivalent, MedImmune) was not recommended for use due to concerns of effectiveness. However, in the 2018-2019 flu season, LAIV4 for qualifying children age 6 months to age 8 is recommended by the Center for Disease Control and Prevention's Advisory Committee on Immunization Practices (ACIP).



For more information, go to CDC.gov.

Help for Members with Complex Care Needs

We go the extra mile for our members living with complex long-term medical conditions such as Hepatitis C, tuberculosis, chronic pain, endocrinology and behavioral health. We're especially sensitive to rural areas of Texas where health care can be hard to reach.

Extension for Community Healthcare Outcomes™ (ECHO) is a collaborative model of medical education and care management that helps ensure better care to more people, in the location where they live, especially in rural Texas. The intervention is accomplished by linking inter-disciplinary specialist teams with primary care providers (PCPs) through teleECHO™ programs.



To learn more about this program go to UHCprovider.com/TXCommunityPlan.com > [Reference Guides and Value-Added Services](#).

Vitamin D Testing Change

As of **Jan. 15, 2019**, our vitamin D testing policy has been updated to align with clinical evidence that vitamin D testing is clinically appropriate if it's done when a patient is diagnosed with certain medical conditions. In those cases, we're limiting UnitedHealthcare Community Plan members to four tests in a 12-month period for members who are diagnosed with any of the conditions on the Proven Diagnosis List in the reimbursement policy.



For more information, go to UHCprovider.com/TXcommunityplan > [Policies and Clinical Guidelines](#) > [View Current Reimbursement Policies](#).

Maintenance Medications Made Easier

Some Medicaid members now qualify for a full 90-day prescription rather than 30-day for medications taken for long-term conditions.



To learn more, visit UHCprovider.com/TXcommunityplan > [Pharmacy Resources and Physician Administered Drugs](#).

Prior Authorization Requests

Some member benefit services require a review for medical necessity prior to service delivery. Prior authorization requests for most health care services for CHIP and Medicaid members can be submitted online when you verify member eligibility. Go to UHCprovider.com > [Prior Authorization and Notification](#) and sign into our Link self-service tool with your Optum ID.

A Texas Department of Insurance prior authorization form for these standard services and pharmacy services can be faxed. The forms can be found at UHCprovider.com/TXCommunityplan > [Provider Forms](#).

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Important information for health care professionals and facilities

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Some specialty services such as cardiology, radiology, rehabilitative therapies and some pharmacy prescriptions have unique prior authorization procedures. For more information, go to UHCprovider.com/TXCommunityplan > **Prior Authorization and Notification** or **Pharmacy Resources and Physician Administered Drugs**.

You can read about our **Current Prior Authorization Requirements** by program. As always, prior authorizations for long-term services and supports are secured by the member's service coordinator through the person-centered care planning process.



Need more help with prior authorization for services? Please call customer service at **888-887-9003** during regular business hours.

Orders, Referrals and Billing

Some non-network care providers' relationship of care with our members is strictly ordering or referring care and/or services.

As of Aug. 25, 2018, care providers now are able to use the Online Provider Lookup (OPL) portal to search by NPI to determine active enrollment for a specific provider. You can also go to the SupportLinks page of the OPL to see an Excel file containing names and NPIs of all active care providers. Dental Maintenance Organizations (DMOs) and pharmacy encounters are currently excluded from this list.

At this time, you do not need to include in your billing the National Provider Identifier (NPI) number of a provider who is only ordering or referring for our members.

In the event that the ordering or referring provider's NPI is included in your billing, we will need to check to be sure that provider is enrolled in Texas Medicaid. If the provider is not enrolled in Texas Medicaid, we will then check to see that the provider's NPI is registered with the Centers for Medicare and Medicaid Services (CMS). If we are unable to locate the provider in either Texas Medicaid or CMS, then the claim will be denied. It is not a

requirement at this time to include that provider's NPI on your bill.



For more information, call the TMHP Contact Center at **800-925-9126** or the TMHPCSHCN Services Program Contact Center at **800-568-2413** during regular business hours.

CAHPS Survey Offers Recommendations for Improvements

Here are some recommendations for care providers based on what members told us through our annual Consumer Assessment of Healthcare Providers and Systems (CAHPS®) survey:

- Members should be seen within 15 minutes of their arrival at your office. You can make any wait time meaningful by having educational videos, educational material or magazines available. Be sure to keep members updated as to how long they will need to wait.
- Our members need 24-hour accessibility to you or an equally qualified substitute for when they need direction outside your office hours.
- Members say their health care provider did a good job of talking about why they need to take a medicine. However, there is an opportunity to talk with them about potential side-effects how long they'll need to stay on the medicine until it is effective and when to consider an alternative prescription.

We'd like to hear your suggestions on what has worked for you and your office. You can let us know by contacting your provider advocate or calling customer service at **888-887-9003** during regular business hours.

Important information for health care professionals and facilities



New Year Brings New Texas Counties for Medicare Special Needs Members

UnitedHealthcare Dual Complete® (HMO-SNP), our plans for members who are dually eligible for Medicare and Medicaid and who have special needs, is expanding.



For more information, go to UHCprovider.com/TXCommunityPlan.com > **UnitedHealthcare Dual Complete® Special Needs Plans.**

Online Member Registration

Dual-eligible consumers are just like us – they want options. Some want an in-person consultation with an agent. Some prefer guidance over the phone, and others want enroll online. A new enrollment tool fills a gap in our ability to deliver an end-to-end digital solution for these members.



For more information, go to UHCprovider.com > Find Plans By State > **Texas** [select plan] > View Plan Details > Enrollment Tools.

There's Still Time for Occupational, Speech and Physical Therapists

To help you avoid claim denials, we align with the reimbursement policies found at UHCprovider.com > Menu > Policies and Protocols > Community Plan Policies > Reimbursement Policies for UnitedHealthcare Community Plan > **CCI Editing Policy – Reimbursement Policy – UnitedHealthcare Community Plan.**

Please revisit the reimbursement policies that apply to you and then update your billing processes prior to **Jan. 1, 2019**, as we'll deny claims that aren't in compliance with the reimbursement policies.



For more information, go to UHCprovider.com/TXCommunityPlan > Bulletins and Newsletters > Claims Clarifications > **Claims Clarification: Occupational Therapy/Physical Therapy/Speech Therapy Rehabilitation Claims.**

Effective Feb. 1, 2019, physical therapy, occupational therapy and speech therapy care providers will need to include their national provider identifier (NPI).



For more information, go to UHCprovider.com/TXCommunityPlan > Bulletins and Newsletters > Current Alerts > **NPI Number Required for Physical, Occupational and Speech Therapy Claims.**

UHC On Air

You're invited to check out our latest offerings on UHC On Air, including: Nursing Facility Billing; Opioids: When the Cure Becomes the Disease; Value-added Services; Electronic Visit Verification Updates and more.



Go to UHCprovider.com > Menu > Resource Library > **Training** > Go to UHC on Air. Several programs offer free CEU/CME credits.

Series Examines Autism Spectrum Disorder

UnitedHealthcare is offering a series on autism spectrum disorder (ASD) designed to meet the educational needs of case managers, counselors, educators, nurses, nurse practitioners, pharmacists, pharmacy technicians, physicians, physician assistants; psychologists, social workers, therapists and other health care professionals who have an interest in ASD.

The ASD podcast series is segmented:

- I: Overview, Screening, Diagnosis and Treatment Planning
- II: Medical Home Care for Children with ASD and Other Developmental Disabilities
- III: Genetics and Autism
- IV: Treatment Strategies
- V: Dual Diagnosis of Down Syndrome and ASD
- VI: Transition to Adult Care

Some of the topics to help you work with your patients include:

- Symptoms or behaviors that may alert health care professionals to the need for targeted ASD screening
- Evidence-based screening tools
- When to perform screening to identify the need for subspecialty referral for evaluation
- The importance of people-first language
- Medical home care for children
- Counseling strategies for parents, caregivers and family members on effective ASD management
- Identifying community resources available for families
- Autism-sensitive care in the office, emergency department and hospital
- Genetic and environmental contributing factors
- Current status and key findings of genetics research

Presenters are Robin K. Blitz, MD, Senior Medical Director, Special Needs Initiative, UnitedHealthcare; and Stephan J. Sanders, BMBS, PhD, Assistant Professor, Department of Psychiatry, University of California, San Francisco.

There is no cost to participate in or receive credit for these activities. Go to UHCprovider.com > Menu > Resource Library > **Training** > CME Credit Courses & Educational Programs.



For more information, send an email to moreinfo@optumhealtheducation.com.



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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.

