



Emergency Room and Urgent Care Reimbursement Protocol M.D.IPA, M.D.IPA Preferred, Optimum Choice and Optimum Choice Preferred

This protocol is specific to the Mid-Atlantic Health Plan Emergency Room and Urgent Care reimbursement authorization process and applies to members with M.D. Individual Practice Association, Inc. (M.D.IPA) and Optimum Choice benefit plans, and all network physicians and other health care professionals.

Emergency Room and Urgent Care Visits

We advise M.D.IPA and Optimum Choice members to consult their primary care provider (PCP) before going to an emergency room or urgent care facility for health care services, when possible.

If you advise an M.D.IPA and Optimum Choice member to go to an emergency room or urgent care facility, please let us know by the end of the next business day from the date of service by calling Provider Services **877-842-3210**.

ER/UC Auto-Pay Diagnosis List and Claims Determination

- If the diagnosis on the claim is on the Emergency Room (ER)/Urgent Care (UC) Auto-Pay Diagnosis List, the claim will adjudicate without any additional information needed from the provider, and the claim will be adjudicated based on the member's benefit.

- If the diagnosis on the claim isn't on the Emergency Room (ER)/Urgent Care (UC) Auto-Pay Diagnosis List, a letter will be generated requesting additional information from the provider to determine if the service qualifies as an emergency service. Once the records have been received and reviewed by the health plan, the provider will be notified on the remittance advice of payment or denial.

For the complete list, please refer to UHCprovider.com/plans > Select Your State > Commercial Plans > View Plan Information > Mid-Atlantic Health Plan - UnitedHealthcare MD-IPA Plan and Optimum Choice.

Questions?

If you have questions, please call Provider Services at **877-842-3210**.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health Plan coverage provided by or through UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, Optimum Choice, Inc. (HMO), MD-Individual Practice Association, Inc., UnitedHealthcare of the Mid-Atlantic, Inc. and UnitedHealthcare Insurance Company.

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