



## **Billing Tips for Non-Medical/Atypical Care Provider**

We know timely claim payments are important to you. One way you can help us process your claims promptly is to code them according to the Agency for Health Care Administration (AHCA) billing requirements. AHCA requires claims to have the correct care provider data, which must match the data on their Provider Master List.

To help you understand these requirements, we've put together the following tips and resources for atypical or non-medical care providers. You're considered an atypical care provider if you provide non-medical services such as:

- Pest control
- Home modification or contractor services
- Home-delivered meals, dietary or nutrition services
- Homemaker or chore services
- Personal Emergency Response (PERS) or assistive technology

If you have questions, please email [fl\\_ltc\\_network@uhc.com](mailto:fl_ltc_network@uhc.com).

### **AHCA Provider Master List (PML)**

The PML, also known as the Master Provider File, is the state-managed listing of network care providers and their data. You can check your enrollment status on the PML by visiting [portal.flmmis.com](http://portal.flmmis.com) > Provider Services > **NPI to Medicaid ID Search Engine**.

To pay claims, UnitedHealthcare needs to match the care provider data on each claim to a correct provider record on the PML. This means you will need to cross reference your National Provider Identifier (NPI) number with your Medicaid ID number. You can do this using the registration form found on the AHCA website at [portal.flmmis.com](http://portal.flmmis.com) > Provider Services > Enrollment Forms > **National Provider Identifier Registration Form**.

### **Medicaid ID Number**

This number is required for all service care providers receiving reimbursement for statewide Medicaid Managed Care covered services. You can request a Medicaid ID number by downloading and completing a Florida Medicaid Provider Registration Form at [portal.flmmis.com](http://portal.flmmis.com) > Provider Services > Enrollment Forms > **Florida Medicaid Provider Registration Form**.

Please email your completed form to us at [fl\\_ltc\\_network@uhc.com](mailto:fl_ltc_network@uhc.com). Once your form is reviewed and approved, we'll send it directly to AHCA. We will also send you a copy of the approved form for your records.

## **NPI Numbers**

To obtain a provider Medicaid ID number, you must have an NPI number. If you don't already have one, you can register for an NPI number at [nppes.cms.hhs.gov](http://nppes.cms.hhs.gov).

## **Taxonomy Codes**

Florida Home and Community Based Services care providers must include the correct service taxonomy code on claims. To find or confirm your taxonomy code, please see the **Florida Medicaid Provider Registration Guide** on the AHCA website.

For a list of codes, you can also visit [wpc-edi.com/codes/taxonomy](http://wpc-edi.com/codes/taxonomy).

## **Other Claim Data Tips**

- Claims can only be paid with a current Medicaid ID number. While this is not a field on the HCFA claim form, all care providers must have a Medicaid ID number to receive payment.
- The NPI number is not required and should be left blank.
- All services must be authorized before performing the service. You can request an ancillary service order (ASO) from UnitedHealthcare.
- The place of service (POS) must be correct. Our online claim submission defaults to POS 11, so make sure you change the POS to the correct code for your services.
- Pay attention to contract fee schedules. If you have a fee schedule that lists specific codes, modifiers and reimbursement amounts, follow that agreement.
- Be sure your date spans and units billed match.

## **Resources**

### **UHCommunityPlan.com > Health Professionals > Florida**

You can find out more about our claim processing policies, including:

- News bulletins
- Care Provider Manual
- Reimbursement policies

## **Link**

Link is your gateway to UnitedHealthcare's online tools. Use Link to:

- Get eligibility and benefits details
- Submit referral and prior authorization requests
- Manage claims
- Get real-time prescription coverage details

## **AHCA Website**

For information on enrollment, fee schedules and training, visit [portal.flmmis.com](http://portal.flmmis.com) > **Provider Services**.