



Immediate Reprocessing Notification for Claims for ER Visits

UnitedHealthcare Community Plan is complying with [Informational Letter 1753](#) and [1758](#) which outlines the Iowa Medicaid Enterprise's (IME's) policy for emergency room (ER) visit reimbursement. Effective immediately, we'll reprocess historical claims and process newly submitted claims according to the IME guidance for ER claims with dates of service (DOS) from April 1, 2016 going forward. UnitedHealthcare will follow our process to communicate impacted claims with our care providers. We'll send a letter with details about impacted claims.

Per Iowa Medicaid policy for managed care organizations, if an ER visit doesn't result in an inpatient hospital admission or involve emergent conditions reflected by an emergent diagnosis, the claim payment level depends on the referral of the member to the ER. A list of ICD-10 diagnosis codes considered emergent by the IME is available on the [IME provider website](#).

If you have questions, please contact your Provider Advocate or call Provider Services at **888-650-3462**. Thank you.