



New Clinical Information System

On May 1, 2017, UnitedHealthcare Community Plan of Kansas moved to a new clinical information system. The new system helps provide our members with more consistent and flexible health care services. We are working to make the transition as smooth as possible. The main change for care providers is a difference in the way we format our reports. No action is required by care providers as a result of this transition.

How This Change Affects You

Person-Centered Integrated Service Plan (PCISP):

- There aren't any changes to how you receive PCISPs.
- You'll notice the PCISP format is slightly different, but the data elements are the same.
- Starting next year, you'll be able to access PCISPs electronically.

Authorization Letters:

- We'll continue to fax you daily authorization letters and weekly provider notification reports for new and updated authorizations.
- The format is different, but the data elements are the same.
- You may continue to access electronic authorizations on UnitedHealthcareOnline.com.

AuthentiCare:

- We'll move authorizations for existing services to the new system as the authorizations expire or need changes.
- We'll create authorizations for new services in the new system.

We're Here to Help

If you have questions, please email the Care Coordinator Assistants Team at kstssadminsupport@uhc.com.

Thank you!