

UnitedHealthcare Community Plan of Nebraska

Open Issues

If you have questions or concerns about the following issues, please email your provider advocate at NE-PR_Team@uhc.com. Claims that have been rejected or denied appropriately will not be considered part of the below projects.

Providers do not need to resubmit claims when a project has been initiated.

Issue Description	Impacted Provider Specialty	Estimated Claims Configuration Date	Estimated Claims Reprocessing Date	Actual Claims Completion Date	Project Number
Verifying Medicare covered and Medicaid non-covered codes are set up to process the Medicare co-insurance and deductible coverage	All	Jan. 19, 2018	Mar. 26, 2018	Mar. 28, 2018	Phase II: MID 1138802
Updated fee schedule effective 1/1/18 for specific PT and OT codes	PT and OT	Mar. 5, 2018	Mar. 30, 2018	Mar. 20, 2018	MID 1149629
Vaccines for Children (VFC) were incorrectly being denied for missing NDC Number	Primary Care	N/A	Feb. 12, 2018	Feb. 9, 2018	MID 1119850 MID 1121020
Verifying Medicare covered and Medicaid non-covered codes are set up to process the Medicare co-insurance and deductible coverage	All	Jan. 19, 2018	Feb. 26, 2018	Mar. 6, 2018	Phase I: MID 1138802

Paying providers the full co-insurance when processing Medicare Part A crossover claims	Skilled Nursing Facility	Sept. 5, 2017	N/A	N/A	N/A
Denying outpatient therapy services (PT/OT/ST)	Skilled Nursing Facility	Aug. 18, 2017	Sept. 11, 2017	Sept. 11, 2017	MID 1099940
G0151, G0152, G0153 Denying for Medicare Primary EOB	All	Sept. 12, 2017	Oct. 9, 2017	Sept. 28, 2017	MID 1104521
New: G0156, G0299 and G0300 denying for Medicare Primary EOB.	Home Health	July 9, 2018	July 20, 2018	TBD	MID 1184215
New: H2017, H2018 Denying for an authorization	Behavioral Health	July 9, 2018	Aug. 31, 2018	TBD	TBD
New: Routine Vision denial letters had incorrect verbiage	Vision	July 6, 2018	N/A	N/A	N/A