



PROVIDER ALERT



Important Change: New Requirements for Ordering Home Health Services or Durable Medical Equipment (DME)

Effective July 1, 2017, all UnitedHealthcare Community Plan care providers will need to follow a state directive when ordering home health services or durable medical equipment (DME).

Section 6407 of the Patient Protection and Affordable Care Act of 2010 requires care providers to document supporting face-to-face encounters when ordering home health services or DME.

- For the initial order of home health services, the face-to-face encounter must occur within 90 days before or 30 days after home health services are initiated.
- For the initial DME order, the face-to-face encounter must occur within 6 months before or 30 days after the DME order is written. Only DME products requiring prior authorization are included in this requirement.

We will verify your compliance as part of our retrospective claim review process.

If you'd like to find out more about this requirement, please see the [Health Plan Advisory 17-02](#) issued by the Nebraska Department of Health and Human Services on March 15, 2017.

We're Here to Help

If you have any questions, please contact Provider Services at 866-331-2243.