



New Mexico Centennial Care and UnitedHealthcare® Dual Complete® plans: Claims system updates that may affect care providers

As we move through the year, UnitedHealthcare Community Plan will be providing ongoing updates and alerts for changes you may see following the transition to our enhanced claims and payment system that occurred Jan. 1, 2017.

What this means to you

You may see the following billing or claims situations:

- When the National Provider Identifier number is used among multiple care provider records for billing, some claims may not appear temporarily in the Claims Management app through Link.
- For UnitedHealthcare Dual Complete members with Centennial Care Medicaid managed by UnitedHealthcare, you will not need to bill again. The Medicaid claim will automatically crossover for processing under Medicaid in this case. It should appear in the claims and payment system within two days from the date the Medicare provider remittance advice/electronic remittance advice is issued.

Claims processing will not be delayed for either of these situations.

UnitedHealthcare Community Plan will continue to send you updates as needed throughout the upcoming months, so watch for notices of webinars that will be available.

Questions?

If you have any questions, please contact your Provider Advocate or Provider Services at:

- **888-702-2202** for Centennial Care
- **866-393-0208** for our UnitedHealthcare Dual Complete