



Care Provider Fraud, Waste and Abuse Education and Corrective Action Plan Information

UnitedHealthcare Community Plan of Pennsylvania regularly conducts routine pre- and post-payment reviews of claims and medical documentation to help identify patterns of abnormal or incorrect billing that we may need to address through education.

If we find an instance where we feel the care provider is falling into one of these patterns, we'll try to address the issue through additional education. Our goal is to help them understand the correct way to bill for a claim so they can change or update their billing practices.

Corrective Action Plans

If we aren't able to correct billing issues through education, we may need to request a Corrective Action Plan from the care provider so they can show us how they plan to address the issue.

In addition to our payment integrity responsibility to evaluate whether or not a claim was paid appropriately, we may begin a formal Corrective Action Plan if a care provider isn't complying with our billing guidelines or performance standards. We'll then monitor the Corrective Action Plan to check that it is implemented effectively, address any billing or performance problems and help keep these issues from reoccurring.

What This Means to You

If you receive one of our education letters, we ask that you make every effort to address the issue to help prevent future billing issues.

Additionally, if you are asked to complete a Corrective Action Plan, please comply so we can understand the steps you're taking to address the issue.

Resources

To learn more about our fraud, waste and abuse policies, please consult the Provider Administrative Manual located at UHCCCommunityPlan.com > For Health Care Professionals > Pennsylvania.