



Delaware

UnitedHealthcare Community Plan Medical Policy Alignment

UnitedHealthcare Community Plan serves beneficiaries of Medicaid, Children's Health Insurance and other government-sponsored health care programs, and is in the process of expanding and aligning its Medical Policies with those of the UnitedHealthcare commercial business. The goal of this alignment is to create consistency in benefit administration for our contracted providers. The Medical Policies guide for health benefits administration is available for UnitedHealthcare contracted providers on uhcommunityplan.com. Our Medical Policies are based on published clinical evidence and provide our determination of whether a service (e.g., test, device or procedure) is proven to be effective and/or to have a benefit based on that review of evidence. Services determined to be experimental, investigational or cosmetic by our review of clinical evidence do not generally meet these guidelines and will be reviewed for medical necessity.

Medical Policies are developed as needed and are regularly reviewed and updated. They represent the foundational resources used to support UnitedHealthcare Community Plan decision making.

In our efforts to increase transparency, we will update the Medical Policies on our website. For any information specific to procedures or treatments where additional information is required, please visit: uhcommunityplan.com/health-professionals/DE/provider-information.

Here is some additional, important information about Medical Policies:

- **They do not represent** reimbursement policies which reflect appropriateness of billing (correct coding initiatives), assess when multiple billed codes should in fact be paid as one service (bundling edits) or which are evaluate against appropriate values for the services rendered (maximum frequency per day for different services, age/gender, and bilateral/unilateral edits).
- **They do reflect** some level of medical necessity and/or medical appropriateness. These Medical Policies are implemented either through prior authorization or concurrent review. They are based on clinical evidence and review from specialty societies.
- If UnitedHealthcare Medical Policies conflict with provisions of a state contract or with state or federal laws, the contractual/statutory/regulatory provisions shall prevail.

If you have any questions regarding these policies, please contact Provider Services at 800-600-9007 or you may speak with the Medical Director by calling 866-694-9662.