



We value the care you provide to our members - your patients - and would like to remind you of some of our recent changes as well as let you know of some of the changes that will be happening later this year.

Branding Update

Beginning March 1, 2011, Unison Health Plan of Delaware has a new look with the same commitment to serving our state partners, providers and members. Our brand and logo is now UnitedHealthcare Community Plan.

We think you'll find that our name change is a major step toward being simpler for you to work with. By moving to a single, national brand, we're working to deliver a consistent, positive experience for members, while recognizing the importance of clear identification and ease of processing claims.

Your patients' health care benefits will stay the same. Current plans aren't changing. There's nothing our members need to do to keep their coverage, or keep you as their provider. They'll still get the same benefits, the same dedication and the same quality service. Only our name is changing.

Our local presence will also stay the same, as we remain committed to the understanding of local culture and its relation to disease and disease management. Our infrastructure, efficiencies and technology will help you improve your patients' lives.

Although we believe this change should not result in any disruption in service to your patients, we would appreciate knowing about it right away if you hear of any problems or concerns. We value our relationship with the community, and we value our relationship with you.

Electronic Remittance Advice (ERA) and Electronic Funds Transfer (EFT)

The Electronic Remittance Advice provides information for the payee regarding claims in their final status. The content on the ERA meets HIPAA requirements, containing nationally recognized HIPAA-compliant remark codes used by CMS and other healthcare payers.

EFT is the method of transferring money from one bank account directly to another without any paper money or checks actually changing hands. One of the most common EFT programs used is Direct Deposit for payroll. EFT is safe, secure, efficient, and more cost effective than paper claim payments.

What are some of the benefits of ERA and EFT?

Benefits of ERA

- Reduces accounts receivable errors and administrative costs associated with manual claims posting.
- Provides prompt delivery to providers, usually before paper copies arrive.

Benefits of EFT

- Reduces administrative costs, simplifies accounting, and offers greater security
- Can significantly reduce reimbursement turn-around time - the funds are available for use as soon as they are posted to your account

Did you know that ERA & EFT are good for the environment?*

By converting 10,000 paper claims, remittance advice, and reimbursements to electronic transmittal we could:

- Save 3729 pounds of paper
- Eliminate 148,389 pounds of greenhouse emissions

*Source: PayItGreen.org

**Enroll for ERA, & EFT by visiting
unisonhealthplan.com or contacting us at:
EDI Performance Management
800-210-8315
ac_edi_ops@uhc.com**

In the event you need to send a claim to us by mail, we now have a new claims mailing address. The mailing address for the submission of paper claims has changed to:

**PO Box 8207
Kingston, NY 12402**

Our payor ID, 25175, has not changed.

Changes to Prior Authorization Requirements

UnitedHealthcare Community Plan is in the process of adopting and aligning its medical policies and procedures. As a result, beginning July 1, 2011, UnitedHealthcare Community plan will reduce the prior authorization requirements from our current list of services such as radiology, outpatient services, and DME. Prior to the effective date, we will notify you when our updated Quick Reference Guide is available online. Our medical policies are developed as needed, regularly reviewed and updated, and are subject to change. They represent a portion of the resources used to support our decision making. In our efforts to increase transparency to all providers, we will communicate new and updated medical policy changes as they are being developed and you can view them at: <http://KL.UHC.com>.

**If you have any questions, please contact our Provider Services Department at
800-600-9007.**