



**UnitedHealthcare Community Plan of Delaware
Diamond State Health Plan Plus (DSHP PLUS)
Frequently Asked Questions (FAQs)**

Q1: What is happening?

A1: The state is mandating a Managed care LTC program that integrates nursing facility services, home and community based services (HCBS) for the elderly and adults with physical disabilities into the existing managed care delivery system. Specific Long Term Care (LTC) Waiver services that did not previously require authorization by the State will now be required by UnitedHealthcare Community Plan.

Q2: Why is the state doing this?

A2: The state is making this change to provide better service by improving access to community based LTC services and increasing flexibility to serve individual needs.

Q3: When is this change going into effect?

A3: April 1, 2012

Q4: Will UnitedHealthcare Community Plan follow the state's process, or will there be a need to request prior authorization for those services?

A4: Yes. Prior authorization issued by the state will be honored for the first 90 days until an assessment is performed by the health plan. Prior Authorization will be required after that point. You will receive up-to-date information prior to the effective date of April 1, 2012. Please consult our website at uhccommunityplan.com, for UnitedHealthcare Community Plan DSHP PLUS updates.

Q5: Will members who are currently enrolled in Long term care Medicaid have to reapply?

A5: No. Members currently enrolled will automatically be approved for DSHP Plus; they will however need to select a Manage Care Organization (MCO).



Q6: Who will determine new referrals and eligibility for enrollment into the DSHP Plus?

A6: The State will have one central intake, medical and financial eligibility team under Division of Medicaid & Medical Assistance (DMMA) to determine enrollment into the DSHP Plus program. Once the member is approved for enrollment they will be required to select a managed care organization (MCO).

Q7: Who will transition to a Manage Care Organization?

A7: Eligible members that qualify for the basic benefit package and those who qualify for the basic benefit package in addition to the Long Term Care (LTC) services.

Q8: Beginning April 1, 2012, would we continue to submit a claim through the State's billing system?

A8: No. Effective April 1, 2012, for members assigned to UnitedHealthcare Community Plan, you will need to submit claims via mail (mailing address to be determined) or electronically through a clearinghouse vendor. Prior to April 1, 2012 claims should be submitted to the state as they are now.

Q9: Are we required to use a clearinghouse?

A9: To file a claim electronically, yes. To avoid additional costs, you may use our preferred vendor free of charge. (See our website at uhccommunityplan.com for more information). Paper claims will be accepted as well, although electronic claims are highly recommended as a faster method for claim process.

Q10: What type of forms will be required to submit a claim?

A10: Providers must use a CMS 1500 for professional services and a UB04 for facility services

Q11: How do we contract with UnitedHealthcare Community Plan?

A11: Providers that contract with us will be provided with a credentialing application and then a contract that includes the services you will be able to provide. Once both forms are returned they will be reviewed for verification approval. When successfully approved, we will sign and return the contract to you. You will then be assigned a provider number in your welcome package. The provider number is not needed to submit claims however, the NPI or Tax identification number may be required depending on the type of provider



Q12: What are the terms of the contract?

A12: The contracts terms will automatically be renewed yearly.

Q13: How will we receive education on UnitedHealthcare Community Plan policies and procedures?

A13: You will be assigned a Physician Advocate to educate you on the policies and procedures for UnitedHealthcare Community Plan specific to the DSHP Plus product. More information will also be available on the uhcommunityplan.com website.