



Injury Coverage Coordination Program

In Q1 2018, we're starting an Injury Coverage Coordination (ICC) program to determine if claims are accident-related so we can avoid paying claims that are the responsibility of a third party carrier. We want you to be aware of this program because it may affect some of your patients who are UnitedHealthcare Community Plan members.

How it Works

- **Step 1:** Our ICC program conducts a pre-payment investigation to find out if the claim is accident-related. This may include contacting the member directly for more information.
- **Step 2:** If they find that the claim is accident-related; they'll coordinate with the automobile insurance or worker's compensation carrier to pay the claim.
- **Step 3:** If the other carrier confirms coverage, we'll deny any submitted claims and forward the medical bills directly to the other carrier.
- **Step 4:** The responsible carrier will then forward payment directly to you.

We'll continue to conduct post payment reviews as we have in the past.

How This May Affect You

Usually, we reach out to you for claims-related questions. However, for this program, we may directly contact some of your patients, who are UnitedHealthcare Community Plan members, to ask them to provide additional information on any accident claims. There is no action required on your part.

If you receive a denial notification, you should follow your standard procedure for assessing coverage. If you require more information about the denial, you should follow up with the member.

For additional information about the Injury Coverage Coordination Program, please reach out to your Provider Advocate.