

# UnitedHealthcare Dual Complete<sup>®</sup> ONE (HMO SNP)

New Jersey

# Agenda

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**UnitedHealthcare Dual Complete® ONE (HMO SNP)** is a single-payer, fully integrated Dual-Eligible Special Needs Plan (D-SNP) provided through UnitedHealthcare Community Plan for beneficiaries who have Medicare\* and Medicaid coverage. It's a health insurance plan designed for individuals who don't have any cost sharing responsibility.

- Beneficiaries who have both Medicare\* and Medicaid coverage are often referred to as *dual-eligible*. To simplify the health coverage benefits of having both, *fully integrated* means that **UnitedHealthcare Dual Complete® ONE (HMO SNP)** combines both Medicare\* and Medicaid coverages into one insurance plan.



\* To be eligible for UnitedHealthcare Dual Complete® ONE (HMO SNP), beneficiaries must be entitled to Medicare Part A and enrolled in Medicare Part B.

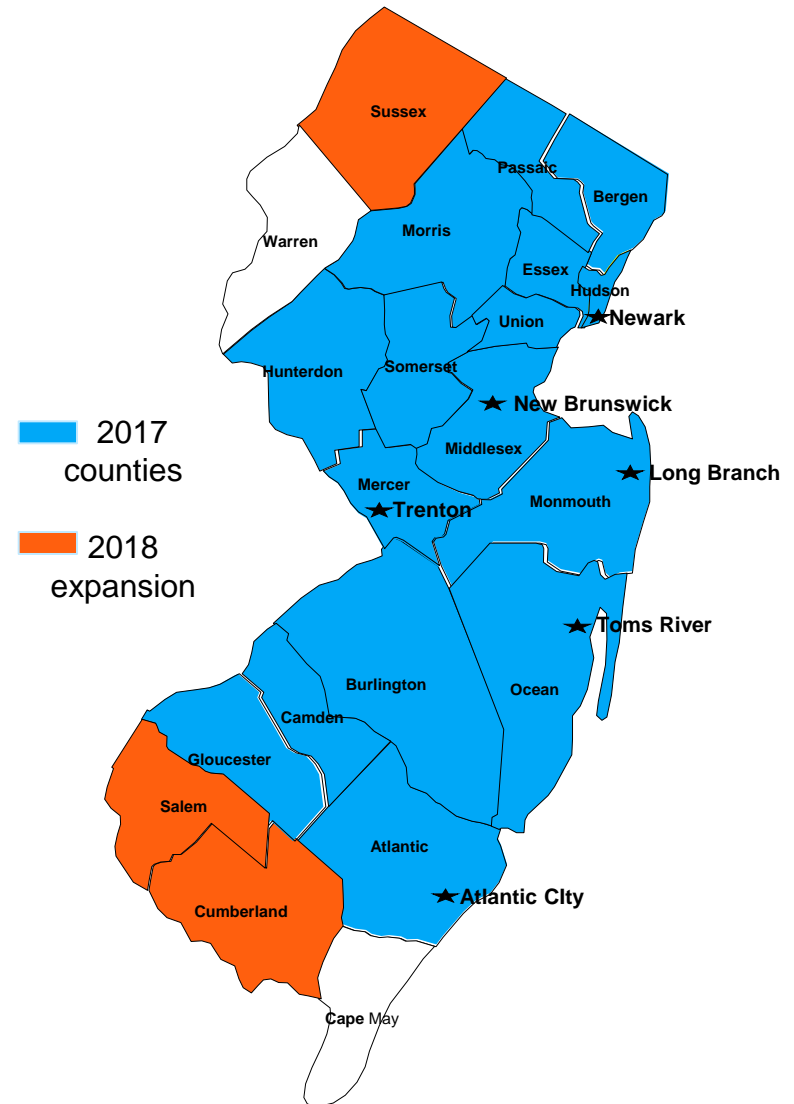
# Service Area

In 2018, UnitedHealthcare Dual Complete<sup>®</sup> ONE (HMO SNP) will service members in the following counties:

- |             |           |
|-------------|-----------|
| Atlantic    | Mercer    |
| Bergen      | Middlesex |
| Burlington  | Monmouth  |
| Camden      | Morris    |
| Cumberland* | Ocean     |
| Essex       | Passaic   |
| Gloucester  | Salem*    |
| Hudson      | Somerset  |
| Hunterdon   | Sussex*   |
|             | Union     |

\*2018 expansion counties

UnitedHealthcare Dual Complete<sup>®</sup> ONE (HMO SNP) members may visit network care providers **state-wide**.



## Verifying Contracting

If you're unsure if you're a contracted care provider for **UnitedHealthcare Dual Complete® ONE (HMO SNP)**, you can verify your participation by calling Provider Services at **888-362-3368**, 6 a.m. to 6 p.m. Eastern Time, Monday through Friday

## Currently Contracted Care Providers

If you have a current contract to participate with UnitedHealthcare Medicare Advantage (Medicare) and UnitedHealthcare Community Plan NJFamilyCare (Medicaid), that doesn't automatically mean you're contracted with UnitedHealthcare Dual Complete® ONE (HMO SNP).

- Some care provider contracts are set up differently. Please contact Provider Services at **888-362-3368** to verify if you're currently contracted to provide services for members covered under UnitedHealthcare Dual Complete® ONE (HMO SNP).

## Non-Contracted Care Providers

To become contracted for UnitedHealthcare Dual Complete® One (HMO SNP), call Provider Services at 888-362-3368 and let the representative know that you're interested in obtaining a contract amendment to include serving UnitedHealthcare Dual Complete® ONE D-SNP members. A Provider Advocate will contact you to assist with your contract.

If a member has Medicare and Medicaid coverage it doesn't mean they are automatically enrolled in a D-SNP plan or have that coverage. However, the member may be eligible to enroll in UnitedHealthcare Dual Complete® ONE (HMO SNP) because they've signed an enrollment form stating that they agree to enroll in the plan.

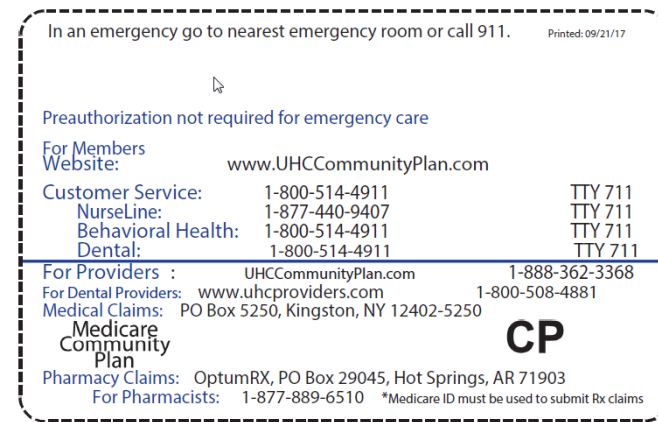
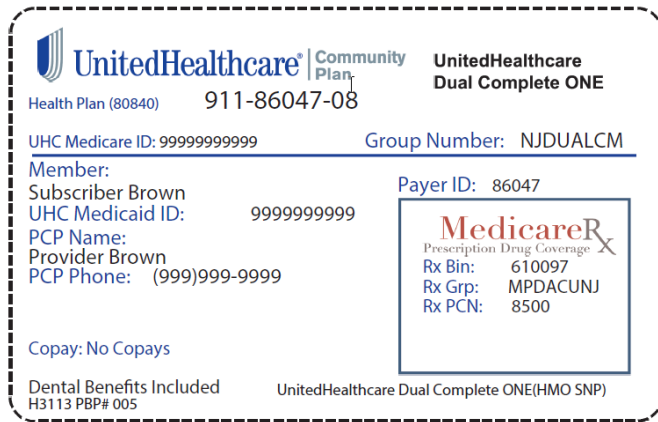
- A D-SNP member must enroll in a private health insurance plan that offers integrated coverage for both Medicare and Medicaid. Beneficiaries can find more information about enrolling in the plan at **UHCCommunityplan.com** > New Jersey > 2017 UnitedHealthcare Dual Complete® ONE (HMO SNP) > Steps to Sign Up.

**UnitedHealthcare Dual Complete® ONE (HMO SNP) members are issued a single ID card, which means they're:**

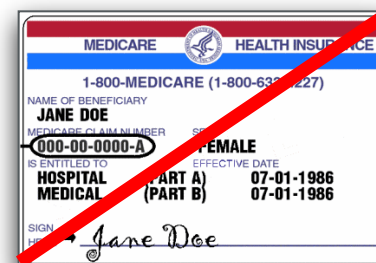
- Entitled to Medicare Part A and are enrolled in Medicare Part B
- Entitled to full Medicaid
- Enrolled in the UnitedHealthcare Dual Complete® ONE (HMO SNP) plan because they signed an enrollment form
- Familiar with the benefits of the plan because they reviewed them with a licensed UnitedHealthcare Community Plan representative

# Sample Member ID Card

You don't need to ask a member with the UnitedHealthcare Dual Complete® ONE (HMO SNP) ID card for his/her Medicare and/or Medicaid ID card. The following card already represents that they have both coverages:



Sample ID card for illustrative purposes only.



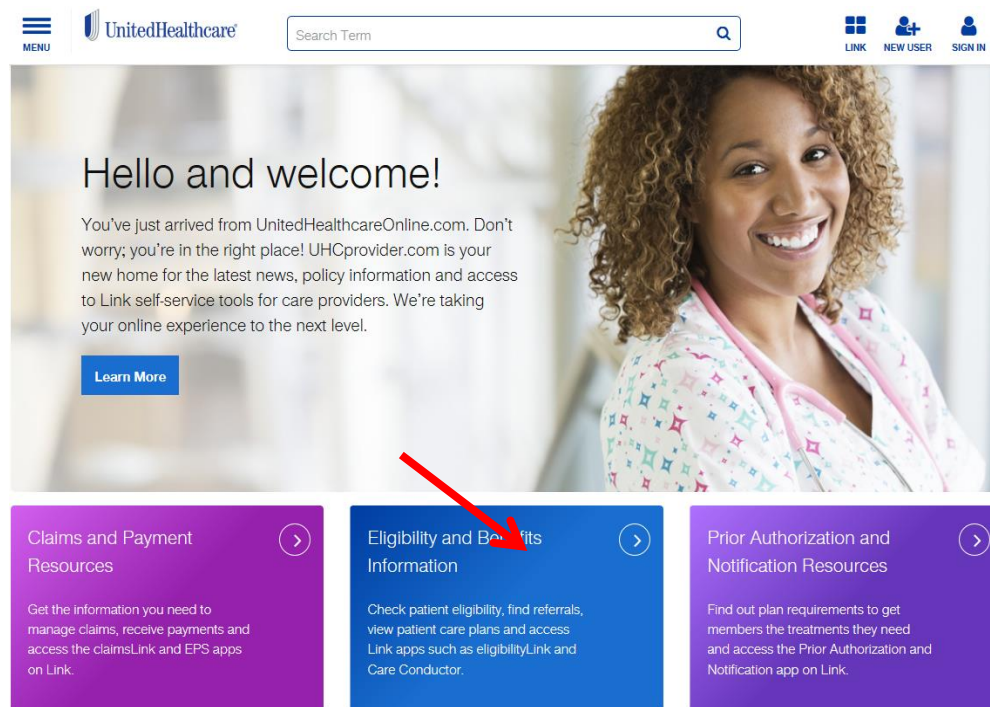
Use the **UnitedHealthcare Medicare ID** on the card as the member ID number when submitting claims for reimbursement.

# Checking Member Enrollment

To see if the patient is enrolled and to check their eligibility dates, log on to or register for an account at [uhcprovider.com](https://uhcprovider.com) > Eligibility and Benefits Information.

You can also call Provider Services at **888-362-3368**, 6 a.m. to 6 p.m. Eastern Time, Monday through Friday. Please have the following information ready:

- Your National Provider Identifier (NPI) or Tax ID number
- Name of care provider practice or facility
- Member ID number, if you have it
- Member name
- Member date of birth





# Claim Submission

We have an automated system for processing claims for members enrolled in both the UnitedHealthcare Community Plan Medicaid and Medicare under UnitedHealthcare Dual Complete® ONE (HMO SNP).

- Using the member's **UnitedHealthcare Medicare ID** from the ID card, you'll only need to submit **one claim**. Your claims will automatically be processed first against the Medicare benefits and then against the Medicaid benefits.
- You'll receive two provider remittance advices (PRAs), one for Medicare and one for Medicaid. There's no need to resubmit a secondary claim to UnitedHealthcare Community Plan.



## *Electronic Claims Submission*

Use Payer ID **86047**  
UnitedHealthcareOnline.com >  
Claims & Payments > Claim  
Submission (CMS-1500 claims only)



## *Mailed Claims Submission*

UnitedHealthcare Dual Complete® ONE  
P.O. Box 5250  
Kingston, NY 12402-5250

**UnitedHealthcare Dual Complete® ONE (HMO SNP) members should not be balance billed for any covered benefit.**

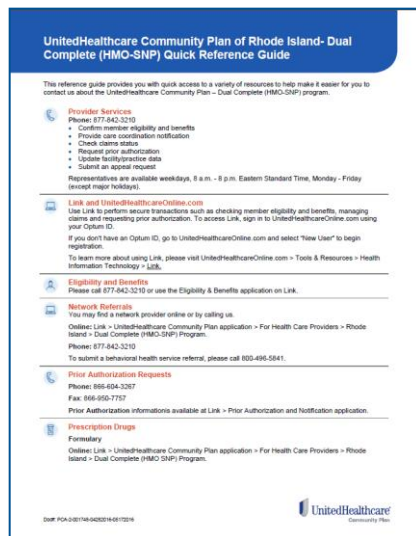
# Additional Benefits

- Health Products Debit Card with up to \$800 in annual credits to buy health products at participating retailers
- Health Products Catalog with up to \$900 in annual credits to order health products that will be delivered directly to the member at no additional cost
- \$0 co-pay for personal emergency response system for extra support in emergencies
- Optum Fitness Advantage® fitness program, which allows members to join a health club or fitness center at no additional cost
- 24-hour NurseLine<sup>SM</sup> to speak with a nurse any time
- Meals benefit, up to three per day after an inpatient stay
- No referrals needed for network specialists
- \$0 premium and cost-sharing, including Medicare Part D co-pays
- Medicare Part D “extra help” covers Part D premium
- Medicaid covers all Medicare cost sharing on behalf of members
- Additional Medicaid benefits offered at \$0 co-pay
- Additional Medicaid-only drugs covered beyond Medicare Part D
- Large provider network
- Personal Emergency Response System (PERS)



# Additional Resources

**Click here →**  
to view and print a  
copy of the  
**UnitedHealthcare  
Dual Complete® ONE  
(HMO SNP) Quick  
Reference Guide  
(QRG)**



**UnitedHealthcare Community Plan of Rhode Island- Dual Complete (HMO-SNP) Quick Reference Guide**

This reference guide provides you with quick access to a variety of resources to help make it easier for you to contact us about the UnitedHealthcare Community Plan – Dual Complete (HMO-SNP) program.

- Provider Services**  
Phone: 877-642-3210
  - Confirm member eligibility and benefits
  - Provide care coordination notification
  - Check claims status
  - Request prior authorization
  - Update facility/practitioner data
  - Submit an appeal request

Representatives are available weekdays, 8 a.m. - 8 p.m. Eastern Standard Time, Monday - Friday (except major holidays).

- Link and UnitedHealthcareOnline.com**  
Use Link to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To access Link, sign in to UnitedHealthcareOnline.com using your Optum ID.  
If you don't have an Optum ID, go to UnitedHealthcareOnline.com and select "New User" to begin registration.  
To learn more about using Link, please visit UnitedHealthcareOnline.com > Tools & Resources > Health Information Technology > Link.

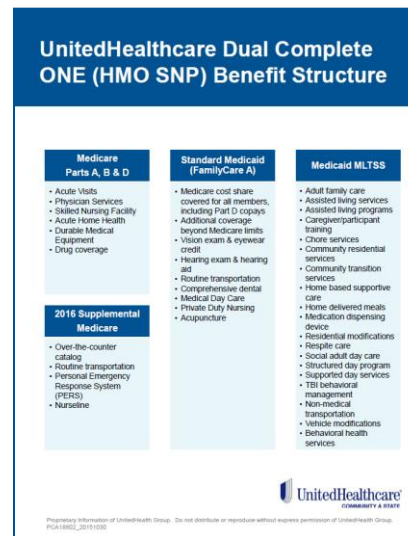

- Eligibility and Benefits**  
Please call 877-642-3210 or use the Eligibility & Benefits application on Link.

- Network Referrals**  
You may find a network provider online or by calling us:  
Online: Link > UnitedHealthcare Community Plan application > For Health Care Providers > Rhode Island > Dual Complete (HMO-SNP) Program.  
Phone: 877-642-3210  
To request a behavioral health service referral, please call 800-496-5841.

- Prior Authorization Requests**  
Phone: 866-684-3267  
Fax: 866-950-7752  
Prior Authorization information is available at Link > Prior Authorization and Notification application.

- Prescriptions Drugs**  
Formulary  
Online: Link > UnitedHealthcare Community Plan application > For Health Care Providers > Rhode Island > Dual Complete (HMO-SNP) Program.

SNIP PCA-1-008894-11122017-12182017



**UnitedHealthcare Dual Complete ONE (HMO SNP) Benefit Structure**

Medicare Parts A, B & D	Standard Medicaid (FamilyCare A)	Medicaid MLTSS
<ul style="list-style-type: none"><li>• Acute Visits</li><li>• Physician Services</li><li>• Acute Home Health</li><li>• Durable Medical Equipment</li><li>• Drug coverage</li></ul>	<ul style="list-style-type: none"><li>• Medicare cost share covered for all members, including Part D copays</li><li>• Additional coverage beyond Medicare limits</li><li>• Vision exam &amp; eyewear credit</li><li>• Hearing exam &amp; hearing aid</li><li>• Routine transportation</li><li>• Comprehensive dental</li><li>• Medical Day Care</li><li>• Private Duty Nursing</li><li>• Acupuncture</li></ul>	<ul style="list-style-type: none"><li>• Adult family care</li><li>• Assisted living services</li><li>• Assisted living programs</li><li>• Caregiver/participant training</li><li>• Chiropractic services</li><li>• Community residential services</li><li>• Community transition services</li><li>• Home based supportive care</li><li>• Home delivered meals</li><li>• Medication dispensing device</li><li>• Residential modifications</li><li>• Respite care</li><li>• Social adult day care</li><li>• Structured day program</li><li>• Supported day services</li><li>• TBI behavioral management</li><li>• Non-medical transportation</li><li>• Vehicle modifications</li><li>• Behavioral health services</li></ul>
2016 Supplemental Medicare		
<ul style="list-style-type: none"><li>• Over-the-counter catalog</li><li>• Routine transportation</li><li>• Personal Emergency Response System (PERS)</li><li>• Nurseline</li></ul>		

UnitedHealthcare  
Community Plan

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**← Click here**  
to view and print a  
2018  
**UnitedHealthcare  
Dual Complete®  
ONE (HMO SNP)  
Benefit Structure.**

Physician, Health Care Professional, Facility and Ancillary

# Administrative Guide

**• Click here →**  
to learn more about  
**UnitedHealthcare Dual Complete®  
ONE (HMO SNP) member benefits.**

**← Click here** to reference the UnitedHealthcare Community Plan Provider Administrative Guide for additional information on **UnitedHealthcare Dual Complete® ONE (HMO SNP)** guidelines.

# BENEFITS

**UnitedHealthcare Dual Complete® ONE (HMO SNP)**

# Contacts

If you have questions, please call Community Plan Provider Services for Dual Complete ONE and NJFamilyCare/Medicaid at **888-362-3368**, 6 a.m. to 6 p.m. Eastern Time, Monday through Friday.

- OR

UnitedHealthcare Dual Complete® ONE (HMO SNP) Member Services at **800-514-4911**, TTY: 711, 8 a.m. to 8 p.m., Eastern Time, 7 days a week.

**Thank you!**