

Updates to Provider Remittance Advice Frequently Asked Questions

Key Points

- On Jan. 1, 2018, UnitedHealthcare Dual Complete®, our Dual Special Needs Plan (DSNP), started using a new enrollment and claims payment system.
- Because of the new system, some changes were made to the Provider Remittance Advice (PRA).
- The ERA Payer ID changed to TEX01. If you haven't done so already, contact your billing or clearinghouse vendor to update your billing system.
- Members received a new member identification card with a new nine digit ID number and an alphanumeric group number.

Overview

UnitedHealthcare Dual Complete, our DSNP, began using a new enrollment and claims payment system on Jan. 1, 2018. With that transition, there were changes made to the PRA and we've had some questions about them. Additionally, members received a new identification (ID) card, which had differences from their previous member ID card. We prepared this FAQ as a resource to help answer questions you have. We've also included reminders about billing and HIPAA-compliant coding rules.

Frequently Asked Questions

PRA: Electronic or Printed

Q1. If I want to choose the electronic delivery method for the PRA, how do I do that?

A1. If you want to receive your PRA electronically, contact your clearinghouse or billing vendor. They can help you so you can receive the PRA through the 835 electronic process. Otherwise, you'll receive the PRA by mail. To review the instructions on 835 electronic process, go to UHCprovider.com > Menu > Resoure Library > Electronic Data Interchange > EDI 835: Electronic Remittance Advice (ERA).

Q2. How do I access the ERA through UnitedHealthcare's website?

A2. To view the content of the ERA, you'll need to view the PRA. Go to UHCprovider.com and click on the Link button in the top right corner. To see the complete information in the mailed PRA, use the EPS app and select the view for the **print equivalent**.

Q3. My practice also sees UnitedHealthcare commercial members. Is the PRA layout for the DSNP the same as the PRA layout for UnitedHealthcare commercial plans?

A3. Yes. The PRA layout for the DSNP is the same as the one for UnitedHealthcare commercial plans.

Q4. What does TXCS indicate on my PRA?

A4. When applicable, TXCS is how we reflect the Medicaid Texas cost share payments for members who have a deductible or coinsurance that they are responsible for paying.

Q5. Where should I look on the UnitedHealthcare Dual Complete PRA to locate the plan information for Texas cost share?

A5. The TXCS plan information is displayed under the Product description field. Prior to Jan. 1, 2018, the plan information displayed as a five digit number (88875, 88887 or 88888).

Q6. Does the claimsLink app show paper checks?

A6. Yes. The claimsLink app shows paper checks and the date they were cashed.

Fee Schedules, Balance Billing and HIPAA Coding Rules

Q7. What is the fee schedule for UnitedHealthcare Dual Complete?

A7. The fee schedule is consistent with your UnitedHealthcare Medicare Advantage Participation Agreement. If you have contract-specific questions, please contact your Network Account Manager.

Q8. Can I balance bill a UnitedHealthcare Dual Complete member?

A8. No. You may not balance bill UnitedHealthcare Dual Complete member whose Medicaid benefits cover all Medicare-associated premiums, copayments, coinsurance and deductibles. Once a claim has been processed and you receive the provider remittance advice for both the primary payer, which is UnitedHealthcareCommunity Plan and the secondary payer (Medicaid), payment is considered “in full.”

Q9. Will I need to follow HIPAA codes?

A9. Yes. UnitedHealthcare Dual Complete plans follow HIPAA-compliant codes, Claim Adjustment Reason Codes (CARC), Remittance Advice Remark Codes (RARC), and other applicable coding guidance from the Centers for Medicare & Medicaid Services including the Official ICD-10-CM Guidelines for Coding and Reporting.

Member ID Cards and ERA Payer ID

Q10. What is different about the new ID card that members received?

A10. The new member ID card includes a new nine digit ID number and an alphanumeric group number.

Q11. Did the ERA Payer ID number change?

A11. Yes. The new ERA payer ID number is TEX01. If you haven't done so already, contact your billing or clearinghouse vendor to update your ERA Payer ID, so you can continue receiving your ERAs.

We're Here to Help

Q12. Who do I contact if I have questions?

A12. If you have questions not answered in this FAQ, please call the Provider Services phone number located on the back of the member's UnitedHealthcare ID card.