



UnitedHealthcare Community Plan Heritage Health Overview

Midwest Association for Medical Equipment Services



Our United Culture

Our mission is to help people live healthier lives.
Our role is to make health care work for everyone.

Integrity.
Compassion.
Relationships.
Innovation.
Performance.

Honor commitments
Never compromise ethics

Walk in the shoes of people we serve
and those with whom we work

Build trust through collaboration

Invent the future, learn from the past

Demonstrate excellence
in everything we do

Our Experience and Capabilities



UnitedHealthcare Community Plan partners with multiple states to operate Medicare plans and deliver Medicaid managed care services.

- As a **leading health benefits company**, we serve the economically disadvantaged, medically underserved and those without employer-funded coverage.
- We provide **innovative Medicaid managed care solutions** to help make health care more accessible and affordable.
- We **deliver local market support** for effective care management, strong partnerships, greater efficiency, improved clinical outcomes and adaptability in a changing market.

Nebraska Health Plan Facts

- UnitedHealthcare has offered health benefit plans to members in Nebraska since 1984. Currently we have more than:
 - 428,000 individuals covered in Nebraska
 - 380 employees and 66 contractors serving the Nebraska market
- UnitedHealthcare Community Plan of Nebraska began serving Medicaid clients in 1996 in three counties and added seven counties in 2010.
- UnitedHealthcare Community Plan of Nebraska has been accredited by the National Committee for Quality Assurance (NCQA) since Aug. 2005.

Durable Medical Equipment (DME)



DME claims must meet medical necessity requirement.



DME benefits are covered using the following guidelines:

- Nebraska Administrative Code (NAC) Manual
- Milliman nationally recognized evidence-based guidelines
- UnitedHealthcare Community Plan policy and procedures



Copays are waived for DME Claims.



Covered services include but are not limited to:

- diabetic supplies
- breast pumps
- nebulizers
- oxygen tanks and concentrators
- ventilators
- wheelchairs
- crutches and canes
- orthotic devices
- prosthetic devices
- incontinence supplies

DME Service Authorization

- A physician order is required for all DME claims.
- To know when prior authorization is required, visit **UHCCommunityPlan.com > For Health Professionals > Nebraska > Prior Authorization & Notification.**
- Please provide all CPT and ICD10 codes when requesting authorization.
- Medical necessity reviews are performed by a physician.
- To request prior authorization:
 - Online: UnitedHealthcareOnline.com > Notification/Prior Authorizations
 - Phone: 866-604-3267
 - Fax: 866-622-1428



Credentialing

To initiate credentialing for UnitedHealthcare Community Plan Provider Network, please call our automated service line at 877-842-3210.

You'll need to provide your tax identification number (TIN) or social security number (SSN) and then follow the prompts: Health Care Professional Services > Credentialing > Request for Participation.

If you have **specific contracting questions**, please contact us:

- For physical health credentialing assistance, call 877-842-3210.
- For Council for Affordable Quality Healthcare (CAQH) assistance, please call 888-599-1771 or email caqh.updhelp@acsgs.com.

If you have **specific contracting questions**, please contact us:

- For physical health contracting questions, call 866-331-2243. You can also email the Nebraska contracting team mailbox at [Nebraska PR Team@uhc.com](mailto:Nebraska_PR_Team@uhc.com).

DME supplied by a Pharmacy

UnitedHealthcare will continue to cover diabetic testing supplies through the pharmacy benefit.

To arrange diabetic testing supplies received at a pharmacy, call: 877-305-8952.

Pharmacies interested in contracting for comprehensive DME can call 866-331-2243 or email the Nebraska contracting team mailbox at Nebraska_PR_Team@uhc.com.



Claims Submission

- There are several options for submitting claims.
 - **Electronically:** We accept several clearinghouses including Web MD ENVOY, Medavant, and ENSHealth.
 - **Online:** Visit UnitedHealthcareOnline.com
 - Secure portal to view eligibility, submit prior authorization request and submit claims for Medicaid members
 - **Paper:** Please mail claims to the following address:
 - UnitedHealthcare • PO Box 31365 • Salt Lake City, UT 84131
- Be sure to include the member's ID number on claims and use Payer ID number 87726 for all UnitedHealthcare Community Plan claims.

Electronic Payments & Statements (EPS)

- With EPS, you receive electronic funds transfer (EFT) for claim payments and your EOBs are delivered online.
 - Lessens administrative costs and simplifies bookkeeping
 - Reduces reimbursement turnaround time
 - Funds are available as soon as they are posted to your bank account
- To receive direct deposit and electronic statements through EPS, please enroll at **myservices.optumhealthpaymentservices.com** with the following information:
 - Bank account information for direct deposit
 - Either a voided check or a bank letter to verify bank account information
 - A copy of your practice's W-9 form
- If you are already signed up for EPS, you will automatically receive direct deposit and electronic statements through EPS for UnitedHealthcare Community Plan of Nebraska.
- For more information, please call 866-842-3278, option 5, or go to **UnitedHealthcareOnline.com** > **Quick Links** > **Electronic Payments and Statements**.

Online Provider Resources

- **Link:** Your gateway to UnitedHealthcare online tools and resources
 - Submit claims
 - Review advance notification
 - Find prior authorization guidelines
 - Verify member eligibility
- Sign in to UnitedHealthcareOnline.com to access Link.
- **UnitedHealthcare Community Plan**
 - Tools and guides for UnitedHealthcare Community Plan of Nebraska, including:
 - Administrative Guide
 - Reimbursement & Clinical Policies
 - Visit **UHCommunityPlan.com** > **For Health Care Professionals** > **Select Your State > Nebraska**

Provider Relations Service Model

Self service using Link and
UnitedHealthcareOnline.com

Self service using Provider
Services

Assisted service from
Provider Advocate

1

Access self-service options available 24 hours a day: Sign in to UnitedHealthcareOnline.com to access Link.

2

Call **866-331-2243** for:

- Self-service options
- Provider representatives available through Customer Care

3

Contact the Provider Advocate team at Nebraska_PR_Team@uhc.com

Contacts

Name	Title	Phone	Email
Kathy Mallatt	Chief Executive Officer	402.445.5591	kmallatt@uhc.com
Jim Elliston	Chief Financial Officer	402.445.5616	jim_elliston@uhc.com
Michael Horn, M.D.	Chief Medical Officer	402.445.5586	michael_horn@uhc.com
Jeanne Cavanaugh, PharmD	Director, Pharmacy	248.331.4277	jeanne_m_cavanaugh@uhc.com
Adam Proctor, MC, LPC, LIMHP	Behavioral Health Clinical Manager	402.445.5618	adam_proctor@uhc.com
Barb Palmer, RN	Director, Clinical Services	402.445.5671	barbara_palmer@uhc.com
Cyndi Margritz, RN	Director, Quality	402.445.5526	cynthia_margritz@uhc.com
Kim Manning	Director, Marketing and Community Outreach	402.445.5580	kim_b_manning@uhc.com
Jeremy Sand	Director, Network Strategy	402.445.5587	jeremy_sand@uhc.com
Jean Scharfenkamp	Mgr., Network Contracting (Physician)	402.445.5312	jean_scharfenkamp@uhc.com
Connie Duncan	Director, Provider Services (Behavioral)	612.632.5349	connie.g.duncan@optum.com
Alison Scheid	Senior Network Manager (Behavioral)	612.632.6788	alison.scheid@optum.com
Heather Johnson	Health Plan Performance Manager	402.445.5711	heather_a_johnson@uhc.com
Michael Steere	Manager of Provider Service & Advocacy	402.445.5647	michael_steere@uhc.com

Thank You