Electronic Funds Transfer

UnitedHealthcare Community Plan now offers Electronic Funds Transfer (EFT).

EFT delivers a faster way for you to receive payment and is easy to enroll.

- Simply visit the link below and download the enrollment form.

- Then submit the completed form by emailing it and a voided check or bank letter to era_eft_request@uhc.com.

  OR

- Fax the completed form and voided check or bank letter to Provider eSolutions/EDI Support at 800-985-5930.

If you need assistance using UnitedHealthcare Community Plan Online, have login or User/ID Password issues, please call UnitedHealthcare Community Plan EDI Support: 1-800-210-8315 or e-mail: ac_edi_ops@uhc.com.

Reminder: Electronic Remittance Advice (ERA/835) is also available.

If you would like to start receiving ERA, please contact your software vendor or clearinghouse and ask them to enroll through OptumInsight for payer ID 95467, or you can call OptumInsight directly at (800) 341-6141 to enroll.

Thank you for the feedback that led to these process improvements. Keep sending your good ideas our way!

Inside this issue:

- Staff Spotlight: Chief Medical Officer Brian Kennedy (Medical Mission Trip) 2
- 2014 Quick Reference Guide 3
- Filing Limits 4
- Corrected Claims 5
- Optum Cloud Dashboard 6
- Welcome New Providers

CONGRATULATIONS

March 2014

Inside this issue:

- Staff Spotlight: Chief Medical Officer Brian Kennedy (Medical Mission Trip) 2
- 2014 Quick Reference Guide 3
- Filing Limits 4
- Corrected Claims 5
- Optum Cloud Dashboard 6
- Welcome New Providers

CONGRATULATIONS

UnitedHealthcare Community Plan of Michigan Chief Medical Officer Dr. Brian Kennedy recently came face-to-face with the extreme medical needs of the children living in Nicaragua during his medical mission Trip with Hope Clinic International (HCI).

Read more on p. 2

... to the lucky winners of our February trivia contest:

Kasia Tereszko – Metro Medical Practice PC

Dr. Peterson – S. Maxine Peterson MD PC
Staff Spotlight: UnitedHealthcare Community Plan
Chief Medical Officer Brian Kennedy
(Hope Clinic International Medical Mission Trip)

Healthcare affordability has been front and center in our conversations throughout our nation and local communities lately, but what about those in countries with extreme poverty? UnitedHealthcare Community Plan of Michigan Chief Medical Officer Dr. Brian Kennedy recently came face-to-face with the extreme medical needs of the children living in Nicaragua during his medical mission Trip with Hope Clinic International (HCI).

Based in Ypsilanti, Michigan, HCI is a non-profit medical mission organization working to build a model of high quality health care for impoverished and ill children in developing countries, such as Nicaragua. Dr. Kennedy has been volunteering with HCI for 10 years and has been on approximately seven Medical Mission Trips.

Kennedy and the team of volunteers established a “home base” in the city of Estelí called “Tim’s Clinic”, which employs two local doctors year round. In addition to working at the clinic during the mission trip, Kennedy and the team went to other towns and cities in Northern Nicaragua.

This year’s HCI Medical Mission Trip team consisted of providers, translators, pharmacy volunteers and coordinators. The team saw hundreds of children and identified several who will need more focused care at the clinic.

“We have served children who live at the city garbage dump and the poorest villages and neighborhoods,” Kennedy said.

Kennedy provided care to a 10 month old child who had severe iron deficiency anemia, pneumonia and shortness of breath. In the clinic he received his first medications and a breathing treatment and looked greatly improved. “He had been drinking only cow’s milk since he weaned early from breast feeding,” Kennedy said. “He was brought to the clinic from a village farm. His father carried him on horseback for three hours, each way. It was imperative that we gave very clear verbal instructions to the father on all medications and formula, as the father could not read. This child encompasses many of the challenges and rewards in caring for the poor.”

Kennedy has taken at least one member of his family on each of his last several HCI Medical Mission Trips. This year, his wife and 15 year old son went with him.

“It is such a deeply rewarding experience that I wanted to share it,” Kennedy said. “My own experience has rewarded me with new friendships, greater understanding of the needs of others and hope for our future.”
UnitedHealthcare Community Plan 2014 Quick Reference Guide

How to Reach Us

Phone: 800-903-5253

Web: UnitedHealthcareOnline.com

Mail:
UnitedHealthcare Community Plan
P.O. Box 30991
Salt Lake City, UT 84130-0991

If You Have a Claims Question

Call Customer Service at 800-903-5253.

Mail documents to:
UnitedHealthcare Community Plan
P.O. Box 30991
Salt Lake City, UT 84130-0991

Where to Mail Claims

UnitedHealthcare Community Plan
P.O. Box 30991
Salt Lake City, UT 84130-0991

Please verify the address on the back of the member’s ID card.

Where to Submit Electronic Data Interchange (EDI) Claims

Payer Path: 95467
Filing Time Limits and Corrected Claims

Filing Time Limits

Possible denial scenarios due to a filing time limit on a claims submission:

- Patient did not tell you they have UnitedHealthcare insurance.
- Patient told you they had another primary insurance.
- We did not receive your original submission.

*Please review your contract for standard filing time limits.*

What to do if you receive a denial due to a filing time limit:

1. **Complete** a UnitedHealthcare claim reconsideration request form online or use a paper copy from your provider advocate.

2. **Attach** a copy of the claim and supporting proof of timely filing documentation such as:
   - **Electronic claim confirmation** – email a receipt from the vendor that UnitedHealthcare or one of its affiliates accepted your claim.
   - **Paper claim confirmation** – print a screen shot from your accounting software that shows the date you submitted the claim, the patient name and date of visit.
   - **Proof of timely filing also includes:** other insurance carrier’s denial/rejection, explanation of benefits document or letter indicating terminated coverage or a plan participant.

3. **Mail** to:
   UnitedHealthcare Community Plan
   P.O. Box 30991
   Salt Lake City, UT 84130-0991

*Please verify the address on the back of the member’s ID card.*

*Please use Optum Cloud for claims reconsiderations with attachments.*
Filing Time Limits and Corrected Claims Continued …

How to Submit Corrected Claims

Submit within one year of the date of service if the original claim was received within your filing time limit. Please review your contract for standard filing time limits.

For claim corrections submitted on a CMS-1500 form: Enter “7” in the area for the resubmission code in Box 22. Enter the original 12-digit claim number in the original reference number area.

For claim corrections submitted on a UB form: Populate Field 37 with the 12-digit claim number that was assigned to the original claim.

Correcting service line items:

- On the form Locator 4, labeled “Type of Bill,” the third digit indicates the frequency of the claim.
- For claims that have corrections to service line items, a “7” as the third digit indicates to replace a prior claim submission.
- Form Locator 84 “Remarks” indicates the reason for resubmission.

Voiding claims:

- Bill with “8” if the claim was billed in error and does not require correction.
- Please do not resubmit voided claims and claims coded “7.”
  * Please use Optum Cloud for claims reconsiderations with attachments.
  * Mail to the claims address on the back of the member’s ID card.
  * Submit corrected claims and include all services performed on that day, not just the corrected code.
UnitedHealthcare Community Plan is proud to be a UnitedHealthcare Community & State health plan. UnitedHealthcare Community & State, the nation’s premier provider of high quality, personalized public sector health care programs, acquired United Healthcare Community Plan in February 2004. UnitedHealthcare Community Plan is one of twenty-two UnitedHealthcare Community & State health plans that serve more than 3.2 million Medicaid, Child Health Insurance Program (CHIP) and Medicare beneficiaries from coast to coast. UnitedHealthcare Community & State is a business unit of UnitedHealth Group, one of the largest health and well-being companies in the country.

Reminder (New for 2014)

Contracting and Credentialing – Please follow the National Credentialing Committee process (same as UnitedHealthcare process).

Reporting – Please sign up for View 360 on UnitedHealthcareOnline.com to view Healthcare Effectiveness Data and Information Set (HEDIS) measurements and impacted patients. OSCR (HEDIS) reporting is no longer available.

Roster reports are available at UnitedHealthcareOnline.com > Tools and Resources.

PRA/ERA – Available at UnitedHealthcareOnline.com > Claims and Payments > Electronic Payments and Statements. Enter the information under single explanation of benefits (EOB) search. Click “View EOB” for a full version.

Letter to the Editor

Each month, UnitedHealthcare Community Plan staff work hard to provide you with a relevant and engaging issue of the Compass.

We want to offer you additional opportunities to engage with us. Do you feel strongly about a topic or want to share your opinion?

We want to hear from you.

Please e-mail or send a ‘letter to the editor’ to
Compass Editor Mary Beth at: mscherer@uhc.com
Or
ATTN: Mary Beth
26957 Northwestern HWY
Suite 400

Optum Cloud Dashboard

What is it?

- Cloud-based website with capabilities such as online claim reconsideration requests with attachments
- Gateway to UnitedHealthcareOnline.com and other UnitedHealthcare websites
- Accepts requests for reconsideration with attachments for Commercial, Medicare Solutions, Oxford, UnitedHealthcare West and UnitedHealthcare Community Plan, but not for UnitedHealthcare of the River Valley claims
### Welcome New UnitedHealthcare Community Plan Providers - MARCH 2013

For additional information please visit our on-line provider directory at [www.uhccommunityplan.com](http://www.uhccommunityplan.com)

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**BRANCH COUNTY**

**NURSE PRACTITIONER**

**PCP**

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<tr>
<th>Provider Name</th>
<th>Address</th>
<th>Phone 1</th>
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<tbody>
<tr>
<td>COLLINS NP, SARAH M</td>
<td>Suite C 358 E Chicago St COLDWATER, MI 49036</td>
<td>(517) 279-5252</td>
<td>(517) 279-5253</td>
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**GENESEE COUNTY**

**PHYSICAL MEDICINE & REHAB**

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<tbody>
<tr>
<td>HEADRICK MD, DARA L</td>
<td>4632 Genesys PKWY GRAND BLANC, MI 48439-8067</td>
<td>(810) 606-7181</td>
<td>(810) 606-7174</td>
<td>*16 YEARS &amp; OLDER</td>
</tr>
<tr>
<td>SCHULTZ MD, JOHN STEVEN</td>
<td>4632 Genesys PKWY GRAND BLANC, MI 48439-8067</td>
<td>(810) 606-7181</td>
<td>(810) 606-7174</td>
<td>*16 YEARS &amp; OLDER</td>
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**JACKSON COUNTY**

**INFECTIONOUS DISEASE**

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<tbody>
<tr>
<td>BHARGAVA MD, PALLAVI</td>
<td>214 N Elm Ave JACKSON, MI 49202</td>
<td>(517) 788-4781</td>
<td>(517) 788-4799</td>
<td>*18 YEARS &amp; OLDER</td>
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**NURSE PRACTITIONER**

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<tbody>
<tr>
<td>REPPERT NP, LISA</td>
<td>Suite 106 900 E Michigan Ave JACKSON, MI 49201-2490</td>
<td>(517) 787-1995</td>
<td>(517) 787-8657</td>
<td>*18 YEARS &amp; OLDER</td>
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**KALAMAZOO COUNTY**

**FAMILY PRACTICE**

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<tbody>
<tr>
<td>ROBBINS DO, MYRAL R</td>
<td>Suite M-020 601 John St KALAMAZOO, MI 49007</td>
<td>(269) 341-8400</td>
<td>(269) 341-8427</td>
<td>*NOT ACCEPTING NEW MEMBERS</td>
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**INTERNAL MEDICINE**

<table>
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<tbody>
<tr>
<td>KHAIRALLAH MD, NAJI M</td>
<td>Suite B 5629 Stadium Dr KALAMAZOO, MI 49009</td>
<td>(269) 544-3270</td>
<td>(269) 544-3288</td>
<td>*18 YEARS &amp; OLDER: NOT ACCEPTING NEW MEDICAID MEMBERS</td>
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**NURSE PRACTITIONER**

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<tbody>
<tr>
<td>FOSTER NP, ASHLEY E</td>
<td>Suite M-020 601 John St KALAMAZOO, MI 49007</td>
<td>(269) 341-8400</td>
<td>(269) 341-8427</td>
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**KENT COUNTY**

**THORACIC SURGERY**

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<tbody>
<tr>
<td>BORA MD, NIRALI</td>
<td>Suite 5100 25 Michigan St NE GRAND RAPIDS, MI 49503</td>
<td>(616) 267-0800</td>
<td>(616) 267-0801</td>
<td>*16 YEARS &amp; OLDER</td>
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**LIVINGSTON COUNTY**

**PHYSICIAN ASSISTANT**

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<tr>
<td>MENG PA, RICHARD J</td>
<td>Suite 202 7575 Grand River Ave BRIGHTON, MI 48114-9309</td>
<td>(810) 844-7795</td>
<td>(810) 844-7567</td>
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**MACOMB COUNTY**

**CARDIOVASCULAR DISEASES**

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<tbody>
<tr>
<td>MENG PA, RICHARD J</td>
<td>Suite 103 3771 Schoenherr Rd STERLING HEIGHTS, MI 48312</td>
<td>(586) 274-2430</td>
<td>(586) 274-2481</td>
<td>*18 YEARS &amp; OLDER</td>
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**INTERNAL MEDICINE**

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<tr>
<td>AHMAD MD, FARRAH F</td>
<td>44645 Mound Rd STERLING HEIGHTS, MI 48314</td>
<td>(586) 580-0290</td>
<td>(586) 580-0281</td>
<td>*17 YEARS &amp; OLDER</td>
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**NEURO SURGERY**

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<tr>
<td>BURGHUDIF PA, ROBERT A</td>
<td>Suite 200 200 Jefferson SE GRAND RAPIDS, MI 49503</td>
<td>(616) 665-5000</td>
<td>(616) 665-1850</td>
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**PHYSICAL MEDICINE & REHAB**

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<tr>
<td>ENG MD, DONNA S</td>
<td>Suite 101 230 Michigan St NE GRAND RAPIDS, MI 49503</td>
<td>(616) 391-3933</td>
<td>(616) 391-8853</td>
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**PHYSICIAN ASSISTANT**

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<td>MENG PA, RICHARD J</td>
<td>Suite 103 3771 Schoenherr Rd STERLING HEIGHTS, MI 48312</td>
<td>(586) 274-2430</td>
<td>(586) 274-2481</td>
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**PULMONARY DISEASE**

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<tr>
<td>FIELDS MD, WARREN B</td>
<td>Suite 202 25631 Littlemack ST CLAIR SHORES, MI 48081</td>
<td>(586) 774-0399</td>
<td>(586) 774-5818</td>
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**MONROE COUNTY**

**GASTROENTEROLOGY**

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<tr>
<td>MADINGHA MD, MURTHY S</td>
<td>1042 N Monroe St MONROE, MI 48162</td>
<td>(734) 240-4870</td>
<td>(734) 240-4872</td>
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**OAKLAND COUNTY**

**ALLERGY/IMMUNOLOGY**

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<tr>
<td>RUMPEL MD, JENNIFER A</td>
<td>Suite 310 26850 Providence PKWY NOVI, MI 48374</td>
<td>(248) 380-9630</td>
<td>(248) 380-3459</td>
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**CARDIOVASCULAR DISEASES**

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<tr>
<td>GUNDLAPALLI MD, SUJANA</td>
<td>Suite 705 22250 PROVIDENCE DR SOUTHFIELD, MI 48075</td>
<td>(248) 552-9858</td>
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**DERMATOLOGY**

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<tr>
<td>KINSLEY MD, TINA R</td>
<td>33301 Woodward Ave BIRMINGHAM, MI 48009</td>
<td>(248) 642-9111</td>
<td>(248) 642-3905</td>
<td>*NOT ACCEPTING NEW MEMBERS</td>
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**GENERAL SURGERY**

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<tr>
<td>PARIKH MD, JANAK A</td>
<td>Suite 504 26850 PROVIDENCE PKWY NOVI, MI 48374</td>
<td>(248) 662-4333</td>
<td>(248) 662-3022</td>
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**INTERNAL MEDICINE**

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<tr>
<td>PAUL MD, MARYANN</td>
<td>Suite 301 22250 PROVIDENCE DR SOUTHFIELD, MI 48075</td>
<td>(248) 849-3281</td>
<td>(248) 849-5449</td>
<td>*13 YEARS &amp; OLDER</td>
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**OB/GYN**

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<tr>
<td>VITANOFSKI-PETROVSKI NP, DANA</td>
<td>Suite 200 42557 Woodward Ave BLOOMFIELD HILLS, MI 48302</td>
<td>(248) 333-1170</td>
<td>(248) 333-1175</td>
<td>*18 YEARS &amp; OLDER</td>
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**NURSE PRACTITIONER**

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<tbody>
<tr>
<td>DARIS DO, CHRISTINA D</td>
<td>Suite 500 26850 PROVIDENCE PKWY NOVI, MI 48374</td>
<td>(248) 662-4388</td>
<td>(248) 662-4383</td>
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Welcome New UnitedHealthcare Community Plan Providers - MARCH 2013

For additional information please visit our on-line provider directory at www.uhccommunityplan.com

**OAKLAND COUNTY**

**OB/GYN**

**OKEEFE DO, RACHEL M**  
SUITE 2070  
2300 HAGGERTY RD  
WEST BLOOMFIELD, MI 48323  
PH: (248) 926-2020  
FAX:  

**PODIATRY**

**COTTRELL DPM, WILLIAM J**  
SUITE C300  
32910 W 13 MILE RD  
FARMINGTON HILLS, MI 48334  
PH: (248) 996-1020  
FAX: (248) 996-1023

**UROLOGY**

**GONZALEZ MD, JOSE A**  
31157 WOODWARD AVE  
ROYAL OAK, MI 48073  
PH: (248) 336-0123  
FAX: (248) 336-3190  
*17 YEARS & OLDER

**OTTAWA COUNTY**

**NURSE PRACTITIONER**

**OLECHNOWICZ NP, JULIE**  
PCP  
SUITE 100  
1310 WISCONSIN AVE  
GRAND HAVEN, MI 49417  
PH: (616) 842-4220  
FAX: (616) 842-3309

**SAGINAW COUNTY**

**OPHTHALMOLOGY**

**LIN MD, DANIEL J**  
2393 SCHUST RD  
SAGINAW, MI 48603  
PH: (989) 793-2820  
FAX: (989) 793-9132

**ST JOSEPH COUNTY**

**GENERAL SURGERY**

**KIDO MD, AKIYOSHI**  
715 S HEALTH PKWY  
THREE RIVERS, MI 49093  
PH: (269) 273-8471  
FAX: (269) 273-9680

**TUSCOLA COUNTY**

**NURSE PRACTITIONER**

**ROBERSON NP, SHAWN**  
PCP  
4674 HILL ST  
CASS CITY, MI 48726  
PH: (989) 872-8202  
FAX: (989) 872-1245

**ZAUCHA NP, ANGELA L**  
6190 HOSPITAL DR  
CASS CITY, MI 48726  
PH: (989) 872-8303  
FAX: (989) 872-9161

**WASHTENAW COUNTY**

**GENERAL SURGERY**

**AZIZ MD, ABDULHAMEED**  
SUITE 104  
5325 ELLIOTT DR  
YPSILANTI, MI 48197  
PH: (734) 712-8150  
FAX: (734) 712-8151  
*5 YEARS & OLDER

**WAYNE COUNTY**

**FAMILY PRACTICE**

**JONES DO, CHRISTINE M**  
PCP  
SUITE 210  
37595 W SEVEN MILE RD  
LIVONIA, MI 48152  
PH: (734) 432-7581  
FAX: (734) 853-5698

**NEURO SURGERY**

**PANNU MD, TEJPAUL S**  
SUITE 403  
18101 OAKWOOD BLVD  
DEARBORN, MI 48124  
PH: (313) 982-5290  
FAX: (313) 982-5295  
*18 YEARS & OLDER

**OTTAWA COUNTY**

**NURSE PRACTITIONER**

**GERDES NP, JULIA S**  
SUITE C1  
26650 EUREKA RD  
TAYLOR, MI 48180  
PH: (734) 941-4991  
FAX: (734) 941-4919  
*16 YEARS & OLDER

**LAMBITZ CNP, CARMEN L**  
SUITE 3R24  
3901 BEAUBIEN  
DETROIT, MI 48201  
PH: (313) 831-3220  
FAX: (313) 831-3908

**ROOD CNP, KIMBERLY D**  
SUITE 3R24  
3901 BEAUBIEN  
DETROIT, MI 48201  
PH: (313) 831-3220  
FAX: (313) 831-3908

**PEDIATRICS**

**MONTEMAYOR MD, MONICA**  
SUITE 210  
990 W ANN ARBOR TRL  
PLYMOUTH, MI 48170  
PH: (734) 455-4600  
FAX: (734) 455-5637  
*21 YEARS & YOUNGER

**TUSCOLA COUNTY**

**NURSE PRACTITIONER**

**SHEBRAIN MD, SAAD**  
SUITE 104  
404 HAZEN ST  
PAW PAW, MI 49079  
PH: (269) 657-4407  
FAX: (269) 657-0965

**VALENCIA COUNTY**

**GENERAL SURGERY**

**GARRETON MD, STANLEY**  
SUITE 302  
4815 WASHINGTON BLVD  
YPSILANTI, MI 48197  
PH: (734) 432-8900  
FAX: (734) 432-8901

**PEDIATRICS**

**MONTEY MD, SAMUEL**  
SUITE 201  
990 W ANN ARBOR TRL  
PLYMOUTH, MI 48170  
PH: (734) 455-4600  
FAX: (734) 455-5637  
*21 YEARS & YOUNGER

**TUSCOLA COUNTY**

**NURSE PRACTITIONER**

**GARRETON NP, REBECCA**  
SUITE 3R24  
3901 BEAUBIEN  
DETROIT, MI 48201  
PH: (313) 831-3220  
FAX: (313) 831-3908

**PODIATRY**

**GARRETON DPM, JENNIFER A**  
SUITE 301  
35200 NANKIN BLVD  
WESTLAND, MI 48185  
PH: (734) 525-2555  
FAX: (734) 525-0514

**WASHTENAW COUNTY**

**GENERAL SURGERY**

**AZIZ MD, ABDULHAMEED**  
SUITE 104  
5325 ELLIOTT DR  
YPSILANTI, MI 48197  
PH: (734) 712-8150  
FAX: (734) 712-8151  
*5 YEARS & OLDER