



Missouri | Winter 2017

# practice**matters**



## For More Information

Call our Provider Services Center at **888-362-3368**

Visit **[UHCommunityPlan.com](http://UHCommunityPlan.com)**

## In This Issue...

- Overcoming Barriers with 270/271 Eligibility and Benefits Transactions
- Introducing UnitedHealthcare Dual Complete<sup>®</sup> (HMO-SNP) Program
- Do Your Patients Need a House Call?

We hope you enjoy the winter edition of Practice Matters. In this issue, you can read about our HouseCalls program, resolving issues when checking member eligibility and benefits and our new UnitedHealthcare Dual Complete<sup>®</sup> (HMO-SNP) plan.



Important information for health care professionals and facilities

## Overcoming Barriers with 270/271 Eligibility and Benefits Transactions

UnitedHealthcare can help you overcome barriers to obtaining member eligibility and benefit information during 270/271 Health Care Eligibility and Benefit Inquiry and Response transactions.

Our current search logic allows you to enter different criteria related to the member or patient for the eligibility and benefits inquiry transaction (270). If the information given in the request doesn't match the data in our system, you'll receive an AAA code telling you what information didn't match in the eligibility and benefits transaction response (271).

Below are some suggestions to help resolve errors for the most common reasons we're unable to find a match. We recommend researching the information and checking the member ID card, patient records or contacting member and resubmitting a 270 transaction.

**When receiving the following 271 responses, please verify the information is accurate from the member ID card, patient records or by contacting the member.**

271 Response	Information to Check
AAA*Y**73*C ~ AAA*Y**71*C ~ (Invalid or missing name and DOB)	Verify the name and date of birth in your records
AAA*Y**75: (Subscriber/insured not found)	Check if the member has active coverage or is even a UnitedHealthcare member
AAA*Y**71 (Subscriber/insured birth date does not match patient database)	Check the formatting of date of birth, which should be YYMMDD



For more information on 270/271 EDI transactions, go to [UHCprovider.com](http://UHCprovider.com) > Menu > Resource Library > Electronic Data Interchange (EDI) > Electronic Transactions > **EDI 270/271: Eligibility and Benefit Inquiry and Response.**

If you have any questions, please contact EDI Support:

UnitedHealthcare Commercial UnitedHealthcare Medicare Solutions UnitedHealthcare Oxford UnitedHealthcare West	<b>EDI issue reporting form</b> or 800-842-1109
UnitedHealthcare Community Plan	<b>EDI issue reporting form</b> or <a href="mailto:ac_edi_ops@uhc.com">ac_edi_ops@uhc.com</a> or 800-210-8315

Important information for health care professionals and facilities

## Introducing UnitedHealthcare Dual Complete® (HMO-SNP) Program

Starting Jan. 1, 2018, UnitedHealthcare Community Plan of **Missouri** is launching a new Dual Special Needs Plan (DSNP) – UnitedHealthcare Dual Complete® (HMO-SNP).

This Medicare Advantage program will be available in the following counties: Boone, Buchanan, Callaway, Cass, Christian, Clay, Cole, Crawford, Dade, Dallas, DeKalb, Franklin, Gasconade, Greene, Jackson, Jasper, Jefferson, Johnson, Laclede, Lafayette, Lawrence, Lincoln, Miller, Newton, Osage, Platte, Polk, Ray, St. Charles, St. Francois, St. Louis City, Ste. Genevieve, Stone, Taney, Warren, Washington, Webster and Wright.

To be eligible for this plan, members must qualify for both Medicare and Medicaid. DSNPs are a specialized type of Medicare Advantage Prescription Drug Plan (MAPD) and must follow existing Centers for Medicare & Medicaid Services (CMS) rules, such as:

- Adhering to required MAPD benefits
- Limiting enrollment to dually eligible Medicaid recipients
- Providing Part D benefits
- Offering targeted clinical programs, benefits, and services.

### We're Here to Help



For more information, please visit our website at [UHCCommunityPlan.com](http://UHCCommunityPlan.com) > For Health Care Professionals > Missouri > **Dual Complete (HMO-SNP) Program**.



## Do Your Patients Need a House Call?

Our HouseCalls program provides in-home clinical visits at no additional cost for qualified UnitedHealthcare Medicare Advantage members, including DSNP plan members. The in-home visits are performed by HouseCalls nurse practitioners, physician assistants or medical doctors and last 45-60 minutes.

While the program encourages members to work with their primary care provider (PCP) for ongoing care needs, the visits can supplement that care plan. One study found that members who use the program are 2-6 percent more likely to visit their PCP. The same study found members in the program reduced hospital admissions by 6-14 percent.<sup>1</sup>

### Connecting Members to Care

In addition to strengthening the member-PCP relationship, HouseCalls strives to:

- Increase access to care
- Improve health outcomes
- Empower members with information to make educated health choices
- Connect members to care management programs
- Improve Health Effectiveness and Data Information Set (HEDIS) measures

Continued on next page >

## Important information for health care professionals and facilities

< Continued from previous page

### What happens during the visit?

Each visit is personalized to the member's health needs. The practitioner works with the member to identify care opportunities, which may include:

- A review of the member's medical history and medications
- A physical exam, including screening for cognitive function, depression and chronic pain
- A review of preventive measures, including vaccination history and standard screening recommendations such as diabetic foot care
- A screening urinalysis, hemoglobin A1c monitoring for diabetics and a mail-in occult stool test kit

If the clinician spots an urgent issue, such as uncontrolled hypertension, new or uncontrolled diabetes or injuries, they will call the member's PCP during the visit. They can also refer them to the emergency room if necessary.

After the visit, the practitioner will give the member a checklist of suggested topics to discuss with their PCP. HouseCalls will also send a post-assessment letter to the member and their PCP, as well as the health plan.

### Find Out More



To learn more about HouseCalls, call us at **888-591-1511**, TYY 711 from 9 a.m. – 6 p.m. Eastern Time, Monday through Friday.

<sup>1</sup>RAND Study, Published December 2015, Health Affairs, December 2015, Vol. 34, No.12, 2138-2146



Missouri

# practice**matters**

Practice Matters is a quarterly publication for physicians and other health care professionals and facilities in the UnitedHealthcare network.



UnitedHealthcare®  
Community Plan

13655 Riverport Drive  
Maryland Heights, MO 63043