

United Healthcare Community Plan of Indiana

Indiana PathWays for Aging and Hoosier Care Connect Medicaid Tips

CLAIMS: Did You Know?

- NPI number and complete diagnosis are required on all claims
- Filing deadlines are contract specific so please refer to your agreement
- Clean claims, including adjustments, are settled within 21 days of receipt
- Members cannot be balance billed for behavioral health services



Verify

Verify member eligibility before rendering services

To check member eligibility, providers can use the Indiana Health Coverage Program (IHCP) Program portal, the Optum Provider Express secure Provider Portal by [signing in](#) with a One Healthcare ID, or by calling the number on the back of the member's insurance card.



Common claim mistakes

- Missing or invalid HCPCS/CPT code(s), diagnoses or data (# of units)
- Claim submissions with codes for services not contractually covered
- Billing provider is not enrolled with IHCP ([steps to enroll](#))
- If a claim has been denied for coordination of benefits, resubmit a corrected claim for reconsideration

Avoid these form errors

- Box 33 is for **service** location matching IHCP **not** billing location
- National Provider Identification (NPI) in box 24J does not match CMS 1500 (state filing)
- Box 33A: Group NPI must match the state record. This is **not** the space for individual provider NPI
- Taxonomy Code in Box 33B **must** match what the state has on file



Claims Submissions

[Download](#), complete and mail the correct form using electronic payer ID: 87726 to:

UnitedHealthcare Community Plan
PO Box 5240
Kingston NY 12402-5240

PRIOR AUTHORIZATION

To request a Behavioral Health Prior Authorization:

- [Log in](#) to the secure Provider Express Provider Portal and select “Auth Request” from the “Auths” dropdown ('Auth Inquiry' provides status updates)
- Call the number on the back of the member’s ID card, or
- [Download](#) the form from the Prior Authorization and Appeals tab on the Provider Express IN page, complete and fax it to 1-844-897-6514

COORDINATION OF CARE



CommunityCare

What is CommunityCare?

- An electronic portal that helps enhance your experience with UHC

What are the Benefits?

- Clear visible treatment plan release(s) for seamless comprehensive team care collaboration
- Find out which members were admitted or discharged from an inpatient facility
- Notes and alerts can help with prioritizing outreach attempts
- For Behavioral Health there is often a FUH measure or score

To begin using CommunityCare, [download](#) the user guide or click the link below. For help, [choose your state](#) to contact your Network Manager.

Get started

The Individual Health Record

What is Individual Health Record?

- A digital tool that provides an all-in-one record of an individual’s health in and outside their own practice

What are the Benefits?

- Near real-time data enables improved collaboration of care
- You'll have a complete record of member history, including lab results and prescribed medications
- IHR provides comprehensive collaboration across specialties
- IHR helps reduce unnecessary and duplicated tests and appointments
- Maximizes efficacy of member visits closing care gaps and allowing for earlier preventive measure identification

To explore IHR, [download](#) the FAQ or click the Access button below. For

assistance, [chat](#) with a representative or [contact](#) your Network Manager.

Access IHR

BEHAVIORAL HEALTH CONTACTS

Northern Indiana Counties

Paulette Means, Senior Provider Relations Advocate

Phone: 1-612-476-6567

Fax: 1-855-572-3643

Northern Indiana Counties:

Adams, Allen, Benton, Blackford, Carroll, Cass, Clinton, DeKalb, Elkhart, Fulton, Grant, Howard, Huntington, Jasper, Jay, Kosciusko, LaPorte, LaGrange, Lake, Marshall, Miami, Newton, Noble, Porter, Pulaski, St Joseph, Starke, Steuben, Tippecanoe, Tipton, Wabash, Warren, Wells, White, Whitley

Southern Indiana Counties

Kristin Johnson, Provider Relations Advocate

Phone: 1-763-330-4335

Fax: 1-855-572-3643

Southern Indiana Counties:

Bartholomew, Boone, Brown, Clark, Clay, Crawford, Daviess, Dearborn, Decatur, Delaware, Dubois, Fayette, Floyd, Fountain, Franklin, Gibson, Greene, Hamilton, Hancock, Harrison, Hendricks, Henry, Jackson, Jefferson, Jennings, Johnson, Knox, Lawrence, Madison, Marion, Martin, Monroe, Montgomery, Morgan, Ohio, Orange, Owen, Parke, Perry, Pike, Posey, Putnam, Randolph, Ripley, Rush, Scott, Shelby, Spencer, Sullivan, Switzerland, Union, Vanderburgh, Vermillion, Vigo, Warrick, Washington, Wayne

Oliva Smith, Indiana Autism/ABA Network Management

Phone: 1-715-833-6538

Fax: 1-855-572-3643



Indiana Medicaid Website www.in.gov/medicaid/

United Healthcare Community and State is required to regularly verify the accuracy of provider information listed on the IHCP Portal. Please review the information listed and make any changes if applicable. Inaccurate information could result in claim denials.