

Important update regarding acute care facility ER claims processing

Thank you for your continued support of UniCare Health Plan of West Virginia, Inc. (UniCare). We are committed to keeping you updated with the latest health plan information and developments. Because timely notifications and detailed information are essential for successful collaboration, we encourage you to review the following information.

Beginning July 1, 2021, UniCare will once again review claims for emergency services to determine appropriate ER use and whether an emergency medical condition existed.

ER claims with a date of service July 1, 2021, or after will be processed based on the level of severity as determined by the patient's diagnosis and presenting symptoms.

Specifically, UniCare will process ER claims in the following manner:

- Non-emergent claims with CPT® codes 99284 and 99285 **without** clinical documentation will process at the payment level of CPT code 99283.
- Non-emergent claims submitted **with** clinical documentation that do not meet the severity level as determined by the patient's diagnosis and presenting symptoms will process at the payment level of CPT code 99283.
- ER claims submitted **with** clinical documentation that meet the severity level as determined by the patient's diagnosis and presenting symptoms will process at the payment level of the CPT code submitted.

Availity attachments tools

UniCare has implemented the submission of electronic attachment transactions from our provider community to improve provider experience. For more information about using the Availity* attachment tools, see the *Getting Started Guide* located here:

https://apps.availity.com/availity/Demos/QRG_WP_PR_Attachments_GettingStartedGuide.pdf or contact Availity at **800-AVAILITY (282-4548)** for assistance.

Claim payment reconsideration

Providers who believe their medical record documentation supports reimbursement for the originally submitted ER claim will be able to follow the claim payment reconsideration process. Claim payment reconsideration requests are accepted within 180 calendar days from the date on the remittance advice. Electronic claim payment reconsiderations can be submitted via the secure Availity Portal at www.availity.com.

For more information regarding claim payment disputes, including submission options and required documentation, please refer to the UniCare provider manual.

What if you need assistance?

If you have questions about this communication, please contact your Provider Experience Manager or call our Customer Care Center at **800-782-0095**.

* Availity, LLC is an independent company providing administrative support services on behalf of UniCare Health Plan of West Virginia, Inc.