A TRUE PARTNERSHIP WITH OUR PROVIDER COMMUNITY

UniCare Health Plan of West Virginia, Inc.
Mountain Health Trust

Electronic data interchange migration to Availity

- UniCare Health Plan of West Virginia, Inc. (UniCare) has partnered with Availity* as our designated electronic data interchange (EDI) gateway and electronic solutions service desk.

- As of January 1, 2019, Availity manages all EDI trading partner relationships on behalf of UniCare.

- It is our priority to deliver a smooth transition to Availity for our EDI services. If you have questions, please contact your Provider Relations representative or Provider Services at **1-800-782-0095**.

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Acute care hospital update

- As of September 1, 2018, CERiS,* a division of CorVel Healthcare Corporation, reviews hospitals' itemized billing statements and supporting medical documentation.

- A *Business Associate Agreement* is required by the *Health Insurance Portability and Accountability Act* (*HIPAA*) privacy rules.

- We will review the CERiS review process — what's included and what's not.

- Become familiar with the CERiS provider outreach process.

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Maternity — early elective delivery

- As of February 1, 2018, modifier and condition codes are no longer required to identify gestational age and early elective delivery (EED) status.

- ICD-10-CM diagnosis code Z3A indicates the gestational age at the time of professional delivery and is used with supporting medical necessity diagnosis codes for EED.

- Medically necessary criteria for EED are determined using MCG Care Guidelines (MCG).

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Provider Maintenance Form

- There is a new electronic process for submitting demographic changes. Demographic changes are submitted through the *Provider Maintenance Form (PMF),* and they will generate automated email notices.

- Demographic changes include but are not limited to:
  - Address.
  - Name.
  - TIN (requires *W9* to initiate new contract).
  - Provider leaving a practice or location.
  - Closing a practice or location.
  - Phone or fax number.

Provider NPI enrollment

- Provider enrollment and participation

- Requesting a provider application

- Provider credentialing

Cultural competency training

- It is federally mandated by CMS that all providers complete cultural competency training.

- Approved cultural competency training is available on the UniCare website.

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Other updates and changes

- To stay on top of important updates, check your:
    - o Provider bulletins.
    - o Provider newsletters.
    - o Provider manuals (both physical and behavioral health).

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Precertification Look Up Tool

- The Precertification Look Up Tool (PLUTO) is located on the provider website.

- PLUTO allows providers to look up specific codes to see if precertification is required.

- You must enter each service separately.

- Helpful tips for using PLUTO:
    - Capitalize letters in HCPCS codes.

    - Select **Find Code** rather than using the *Enter* key on your keyboard.
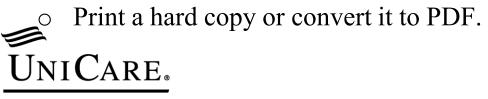
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Out-of-network providers and PA requests

- Referring members to in-network providers

- Out-of-network prior authorization (PA) request

- Nonparticipating laboratories

ICR advantages

- The Interactive Care Reviewer (ICR) is a real-time solution that improves efficiency and timeliness of the PA process by providing:

  o Profile service templates.

  o Alerts when a PA status changes.

- Through ICR, you can:

  o View determination letters.

  o Save ordering and servicing provider information to your favorites.

  o Inquire about and search historic PA and other related information and documentation.

  o Print a hard copy or convert it to PDF.

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Thank you

https://provider.unicare.com

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