



# FALL 2019 WORKSHOP

  
**UNICARE**<sup>®</sup>  
An **Anthem** Company

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

# *Provider Maintenance Form*

There is a new electronic process for submitting demographic changes. Demographic changes are now submitted through the *Provider Maintenance Form* and will generate automated email notices. Demographic changes include the following:

- Address
- Name
- TIN (requires W9 to initiate new contract)
- Provider leaving a practice or location
- Closing a practice or location
- Phone or fax number

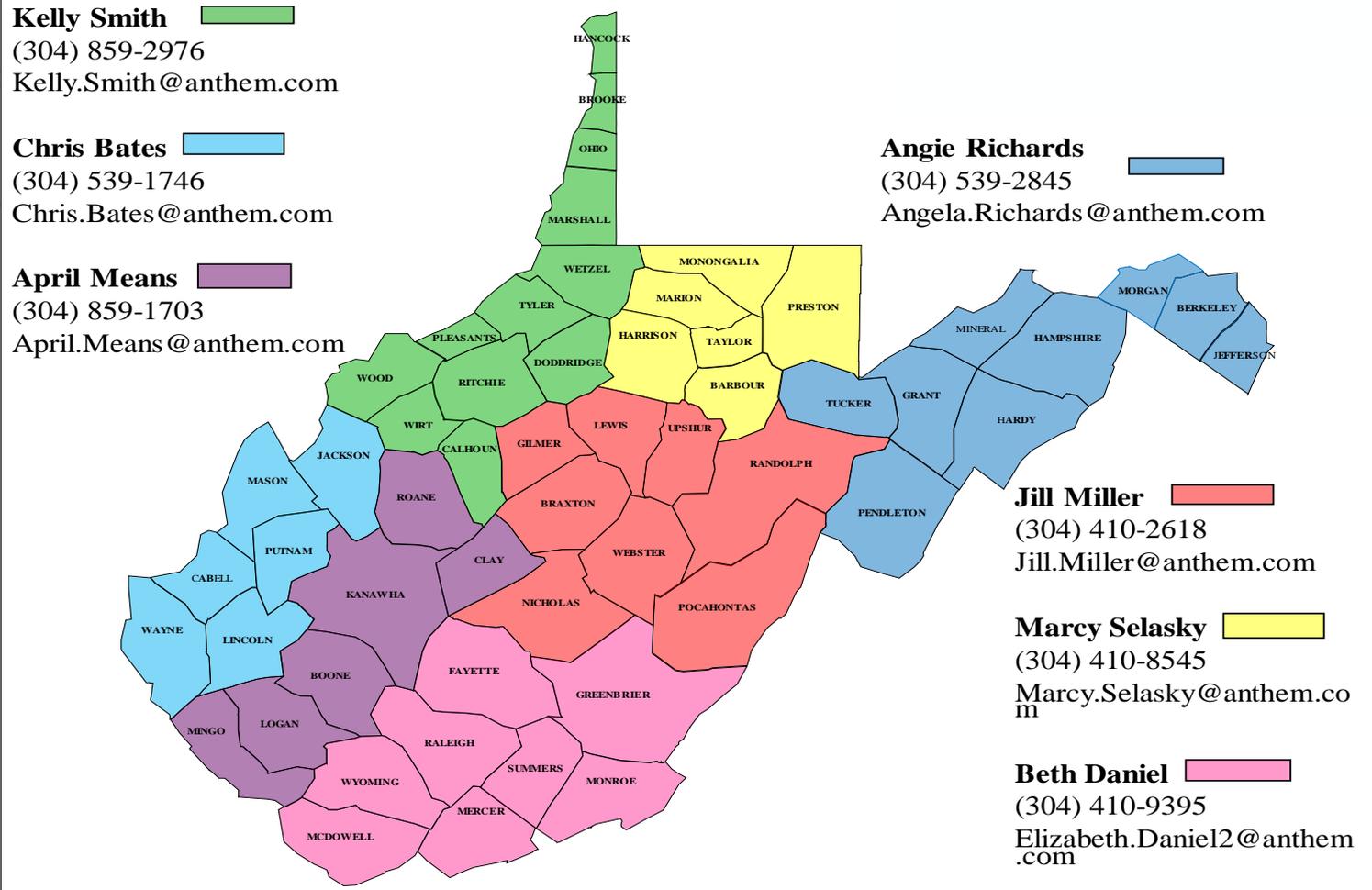
The *Provider Maintenance Form* is available at <https://provider.unicare.com>.

## ***Claim payment hold***

**Pay hold:** If DXC Technology has an NPI on pay hold, UniCare Health Plan of West Virginia, Inc. (UniCare) will also place a pay hold on the NPI.

- **Reject short description:** 8095
- **Remit description:** Your claims were denied because the state Medicaid agency has placed your billing or individual NPI on a claim payment hold. For more information, please contact the Provider Enrollment Department of the state of West Virginia's Fiscal Agent, DXC (formerly Molina), by calling **1-888-483-0793** (toll free) or **1-304-348-3360** (local) from 8 a.m to 5 p.m, Monday through Friday. Resubmit the claim after this issue is resolved. Contracted timely filing limits apply.

# UniCare territory map as of June 17, 2019



# Online authorization requests

**The interactive care reviewer (ICR) is a real-time solution that improves efficiency and timeliness of the prior authorization (PA) process by providing:**

- Profile service templates.
- Alerts when a PA status changes.

**Through ICR, you are able to:**

- View determination letters.
- Save ordering and servicing provider information to your favorites.
- Inquire about and search historic PA and other related information and documentation.

The ICR is available at <https://www.availity.com>.\*

## Sports physicals

UniCare has a new value-added benefit for members. We will now pay in-network PCPs\* to perform sports physicals. One sports physical per year can be reimbursed for members between the ages of 3 to 18.

### **How do I bill for the physical?**

You should use CPT code 99212 with DX code Z02.5. You can also bill for both a well-visit and a sports physical by including modifier 25.



\* This excludes federally qualified health centers (FQHC)/rural health clinics (RHC)

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## Continuing education opportunities

Visit the Provider Training Academy on our provider website, <https://provider.unicare.com>, for presentations, videos and other training documents as they become available:

- Provider orientation webinars: third Tuesday of each month at noon (designed for providers who are new to UniCare)

## Reminders

- **Enroll for electronic funds transfer (EFT)/electronic remittance advice (ERA) with the Council for Affordable Quality Healthcare (CAQH)/EnrollHub:**
  - CAQH provider help desk: **1-844-815-9763**  
[efthelp@enrollhub.caqh.org](mailto:efthelp@enrollhub.caqh.org)
- **Timely filing:** 180 days from date of service  
Corrected claim: 180 days from *EOB* denial date
- **Customer Care Center: 1-800-782-0095**

## Community outreach

- Community baby showers
- Fill the backpack/refill the backpack
- Health fairs
- Tuesdays for toddlers

## Gaps in care

- Clinical quality care assistants will provide reports showing patients who are in need of preventive care.
- Provide scheduling assistance, such as clinic days.
- Provide education on documentation and other items.

## Clinic day/schedule assistance

- Well-Child Visits in the First 15 Months of Life
- Well-Child Visits in the Third, Fourth, Fifth and Sixth Years of Life
- Adolescent Well-Care Visits — ages 12 to 21
- Cervical Cancer Screening
- A1c

Reach out to your network representative for more information.

# Case management

Providers, nurses, social workers and members or their representatives may request case management services. Examples of cases for referral include but are not limited to:

- Children or adults with special health care needs requiring coordination of care.
- HIV/AIDS.
- Chronic illnesses such as asthma, diabetes and heart failure.
- Complex- or multiple-care needs such as multiple trauma or cancer.
- Frequent hospitalizations or emergency room utilization.
- Hemophilia, sickle cell anemia, cystic fibrosis or cerebral palsy.
- High-risk or teen pregnancies.
- Potential transplants.
- Preterm births.

# How to request case management services

To request case management services:

- Call case management customer service at **1-304-347-2475**.
- Submit a *Care Management Referral Form* via email to [cmreferrals@anthem.com](mailto:cmreferrals@anthem.com). A case manager will respond to your request within three business days.
  - Download the *Care Management Referral Form* on our provider website at <https://provider.unicare.com>.

## After-hours access appointment availability requirements

Our members should have access to quality health care at all times. This means that PCPs must have a system in place to ensure members may call after hours with medical questions or concerns.

UniCare monitors PCP compliance with after-hours access standards on a regular basis. **We strongly suggest that PCPs advise their answering services to participate in the after-hours monitoring/survey.** See the handout for additional details.

## Appointment access — primary care

Type of appointment	Standard
Emergency examinations	Immediate access during office hours
Urgent (sick) examinations	Within 48 hours of request
Nonurgent (sick) examinations	Within 72 hours of request
Nonurgent routine examinations	Within 21 days of request
Specialty referrals	Within three weeks for routine referrals, within 48 hours for urgent referrals

# Appointment access — obstetric gynecology

Type of appointment	Standard
<b>First trimester</b> (use the <i>Pregnancy Notification Report</i> found on our website at <a href="https://provider.unicare.com">https://provider.unicare.com</a> )	Within 14 calendar days of request
<b>Second trimester</b> (use the <i>Pregnancy Assessment Form Second Trimester — Reassessment</i> found on our website at <a href="https://provider.unicare.com">https://provider.unicare.com</a> )	Within 7 calendar days of request
<b>Third trimester</b> (use the <i>Pregnancy Assessment Form Third Trimester — Reassessment</i> found on our website at <a href="https://provider.unicare.com">https://provider.unicare.com</a> )	Within 3 business days of request
<b>High-risk pregnancy</b>	Within 3 business days of identification or immediately if an emergency exists
<b>Postpartum exam</b> (use the <i>Postpartum Checkup</i> form found on our website at <a href="https://provider.unicare.com">https://provider.unicare.com</a> )	3 to 8 weeks after delivery



Thank you!



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

<https://provider.unicare.com>

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