A photograph of a female doctor with glasses and a stethoscope, wearing a white lab coat with a name tag that reads "Angela Clarke, MD", smiling and talking to an older female patient with short blonde hair. They are in a bright, clinical setting. A large blue diagonal overlay covers the bottom half of the image.

FALL 2019 SUD WAIVER WORKSHOP: UNICARE HEALTH PLAN OF WEST VIRGINIA, INC. (UNICARE)


UNICARE[®]
An **Anthem** Company

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

Customer Care Center

- The Customer Care Center offers:
 - Assistance for providers.
 - Eligibility verifications.
 - Claim inquiries.
 - PCP assignment and changes.
 - Benefit information.
 - Interpreter services.
 - Provider website navigation.
- Call **1-800-782-0095** or **1-711-368-1634** (TTY).

Submitting claims

- Original submission is 180 days from date of service for both paper and electronic submissions.
- Corrected claim submission is 180 days from date of denial/payment.
- Submit paper claims to:
UniCare Health Plan of West Virginia, Inc.
P.O. Box 91
Charleston, WV 25321-0091

Substance use disorder (SUD) waiver services

- Residential care:
 - Level 3.1 (H2036 U1 HF)
 - Level 3.3 (H2036 U3 HF)
 - Level 3.5 (H2036 U5 HF)
 - Level 3.7 (H2036 U7 HF)
- Ambulatory services:
 - Peer recovery support (H0038)

American Society of Addiction Medicine criteria requirements apply.

Utilization management (UM) review

How to start a new request:

- Prior authorization (PA) phone: **1-866-655-7423, option 2**
- PA fax: **1-855-325-5557**
- Inpatient fax: **1-855-325-5556**
- ***Substance Use Disorder Waiver Form***

PA turnaround times

| Type | Time frame |
|--------------------------|---------------------|
| Routine pre-service | Seven calendar days |
| Urgent pre-service | Two business days |
| Extended/concurrent days | Three calendar days |

UM

- Notification of approved and denied authorization requests will be faxed back to the provider.
- If the request is denied, you have (two business days) to request peer-to-peer review.

Requests with insufficient clinical information

When the UM department receives requests with insufficient clinical information, we will contact the provider with a request for the additional clinical information and offer a phone review with an appropriately licensed practitioner. We will make at least one attempt to contact the requesting provider to obtain this additional information. If we do not obtain or receive a response for additional clinical information within the specified time frame, we will send to medical director review and, if denied, will issue a *Notice of Action: Denial – Not Medically Necessary* letter to the member and provider.

Denial of a request for service

When information submitted with a request does not appear to meet medical necessity, we will submit that information to an appropriately licensed practitioner for further review.

Only a UniCare authorized appropriately licensed practitioner can deny a request for services.

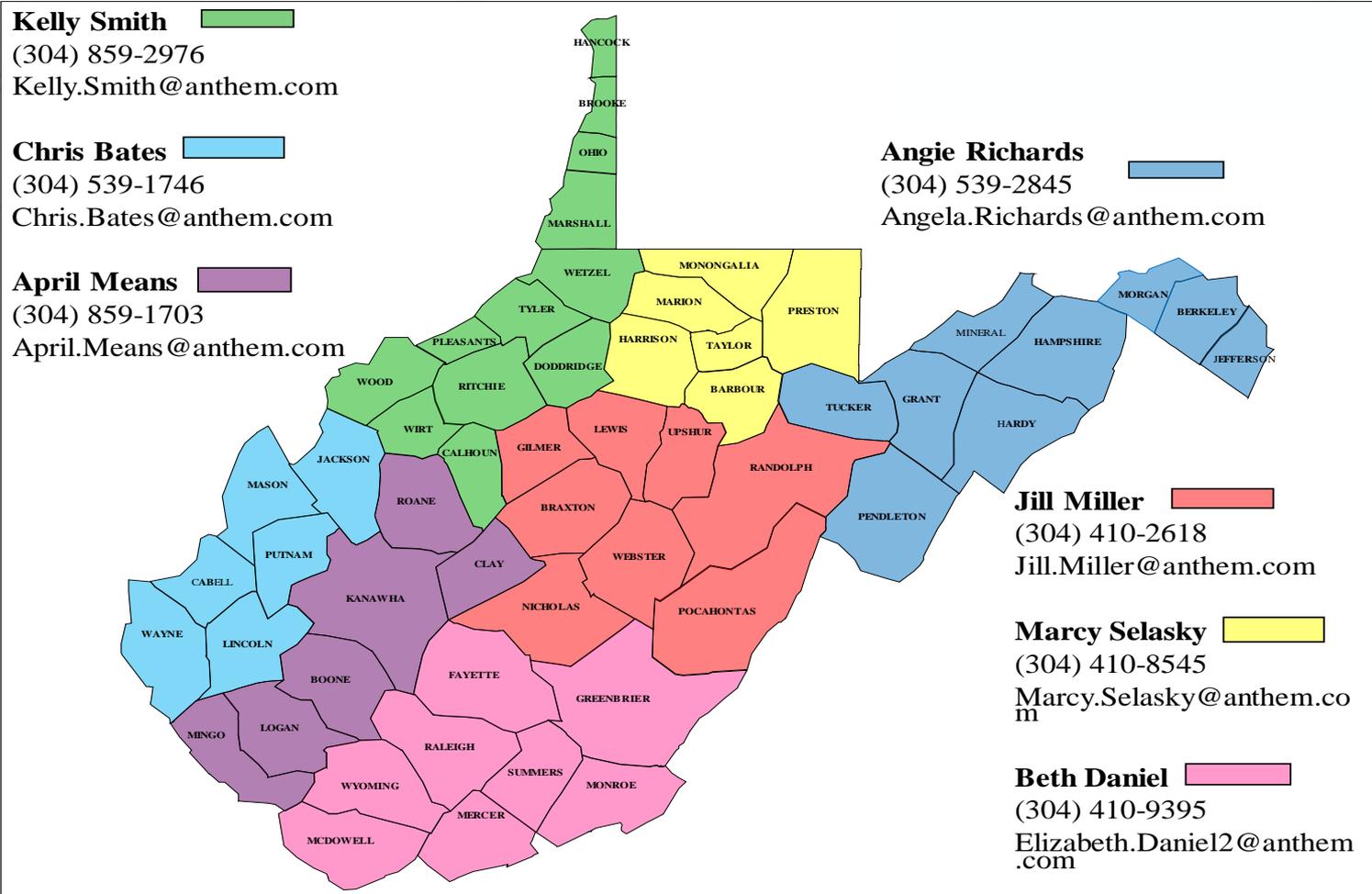
Denial of a request for service (cont.)

If a request for services is denied, the requesting provider will be notified verbally and in writing of the following:

- The decision
- The process for appeal
- How to reach the reviewing physician for peer-to-peer discussion of the case

Providers may contact the physician clinical reviewer to discuss any UM decision by calling the UM department and requesting a peer-to-peer review.

UniCare territory map as of June 17, 2019



Availity

Expansion of our provider website services through the Availity Portal* (<https://www.availity.com>):

- Gives physicians, hospitals and other health care professionals access to multiple payer information with a secure, single log-in
- Offers a variety of online functions to help providers reduce administrative costs by eliminating paperwork and phone calls

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)



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>

UniCare Health Plan of West Virginia, Inc.

UWVPEC-1784-20 November 2020



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Mountain Health Trust