SPRING 2019 WORKSHOP: UNICARE HEALTH PLAN OF WEST VIRGINIA, INC. (UNICARE)

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

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Provider NPI enrollment

- **Provider enrollment and participation:** Providers must enroll with DXC Technology (previously Molina Medicaid Solutions) prior to credentialing with UniCare.
- **Pay hold**: If DXC Technology has an NPI on pay hold, UniCare will also place a pay hold on the NPI.
- **Adding a new provider**: Reach out to your network education representative.

Features of Availity*

- Remittance advice
- Eligibility
- Claim status or submission
- Member roster
- Interactive Care Reviewer (ICR)

Online authorization requests

- The ICR is a real-time solution that improves efficiency and timeliness of the prior authorization (PA) process by providing:
  - o Profile service templates.
  - o Alerts when a PA status changes.
- Through ICR, you are able to:
  - 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.
- 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 and 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.

Educational webinars

In the coming months, UniCare will have educational webinars on the following topics:

- Behavioral health
- ICR
- Well-child visits
- HEDIS®
- Utilization management (UM)
- Monthly provider orientations

Dates and times will be posted on our provider website at **https://provider.unicare.com**.

HEDIS® is a registered trademark of the National Committee for Quality Assurance (NCQA).

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Provider updates and communications

- Provider bulletins
- Provider manuals
- Newsletters
- UM guidelines for physical and behavioral health
- Forms library
- Precertification Look-Up Tool (PLUTO)

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Coming soon

- Remittance advice changes
- Provider disputes through Availity

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Thank you

https://provider.unicare.com

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