2021 FALL WORKSHOP

UniCare Health Plan of West Virginia, Inc. (UniCare)

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Joining the UniCare network

- Enroll your NPI with Gainwell Technologies* prior to reaching out to UniCare.
- All new network contracts for UniCare require a current *W9*.
- Send a completed *Provider Application Form* with updated Council for Affordable Quality Healthcare (CAQH) information when adding a new provider to UniCare.
- Your effective date will be the credentialing approval date and cannot be backdated with UniCare.

Electronic funds transfer (EFT) updates

- As of November 1, 2021, EnrollSafe at enrollsafe.payeehub.org will replace CAQH EnrollHub for providers to enroll or make changes to their EFT:
  - o Current EFT providers will be automatically transferred, and no action needed unless they need to make changes.
  - o More details are available at https://provider.unicare.com.
- CAQH EnrollHub will be phased out by January 2022.

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Dental benefits

- Medicaid:
  - Children dental:
    - Includes preventive and restorative services up to the age of 21.
    - Orthodontic services require a prior authorization up to the age of 21.
  - Adult dental:
    - Includes preventive and restorative services 21 and over:
      - These services have a $1,000 per calendar year maximum benefit.

- UniCare's dental vendor is Skygen®.* For additional benefit information, please contact Skygen at **877-408-0917**.

Dental benefits (cont.)

- WVCHIP:
  - Children dental up to the age of 19 includes preventive and restorative services.
  - Premium members have $150 out-of-pocket maximum per family per benefit year. Copayments are per visit.
  - Orthodontic treatment requires a prior authorization and is payable only once in the member's lifetime.

- UniCare's dental vendor is Skygen®. For additional benefit information, please contact Skygen at **877-408-0917**.

Chiropractic services

- Chiropractic services are covered under Medicaid and WVCHIP:
  - Medicaid:
    - Adult — 20 visits per calendar year*
    - Children — 20 visits per calendar year*
  - WVCHIP:
    - Children — 20 visits per calendar year*
      - Ages 16 and under require prior authorization after initial visit.
- Claim submission:
  - Claims do not require a referring provider.

Prior authorization is required after visit limit — *Physician Certification for Chiropractic Services* form must be included with prior authorization request:
https://www.provider.unicare.com/docs/gpp/WV-CAID-Phys-Certification-Chiropractic.pdf

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Member cards

Note: The member's plan will be designated on the front of the card.

Billing updates and reminders

- Timely filing limit:
  - Original claim submission — 180 days from date of service
  - Corrected claim submission — 180 days from the original *Explanation of Benefits* (*EOB*) date
- All eligibility should be verified on Availity* and/or Gainwell portals prior to care being rendered.
- Member balance billing reminder:
  - Providers may not balance bill our members, meaning that members cannot be charged for covered services above the amount that UniCare pays to the provider. Medicaid providers may bill a member only when **specific** conditions have been met. These conditions can be found at the two links provided below:
    - https://provider.unicare.com > Resources > Provider Manuals, Policies & Guidelines
    - https://dhhr.wv.gov/bms > Manual

Availity reminders

Availity offers multiple features to help decrease your need to reach out to our Customer Care Center:

- Claim status
- Eligibility
- Corrected claims
- Direct data entry (DDE) on claims
- Remittance advice
- Provider Online Reporting — pull your member panel for your primary care providers (PCPs)
- Prior Authorization Lookup Tool
- Provider chat

Cultural competency training

- *Cultural Competency and Patient Engagement Training* includes:
    - o Enhanced content regarding culture including language and the impact on healthcare.
    - o A cultural competency continuum that can help providers assess their level of cultural competency.
    - o Guidance on working effectively with interpreters.
    - o Comprehensive content on serving patients with disabilities.

Cultural competency training (cont.)

- *Caring for Diverse Populations Toolkit* includes:
    - o Comprehensive information on working with diverse patients and effectively supporting culture, language, and disabilities in healthcare delivery.
    - o Tools and resources to help mitigate barriers including materials that can be printed and made available for patients in your office.
    - o Guidance on regulations and standards for cultural and linguistic services.
- In addition, providers can access https://mydiversepatients.com for easy and free access to tools and resources that are accessible from any smartphone, tablet, or desktop. Providers will find continuing medical education courses.

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Territory map

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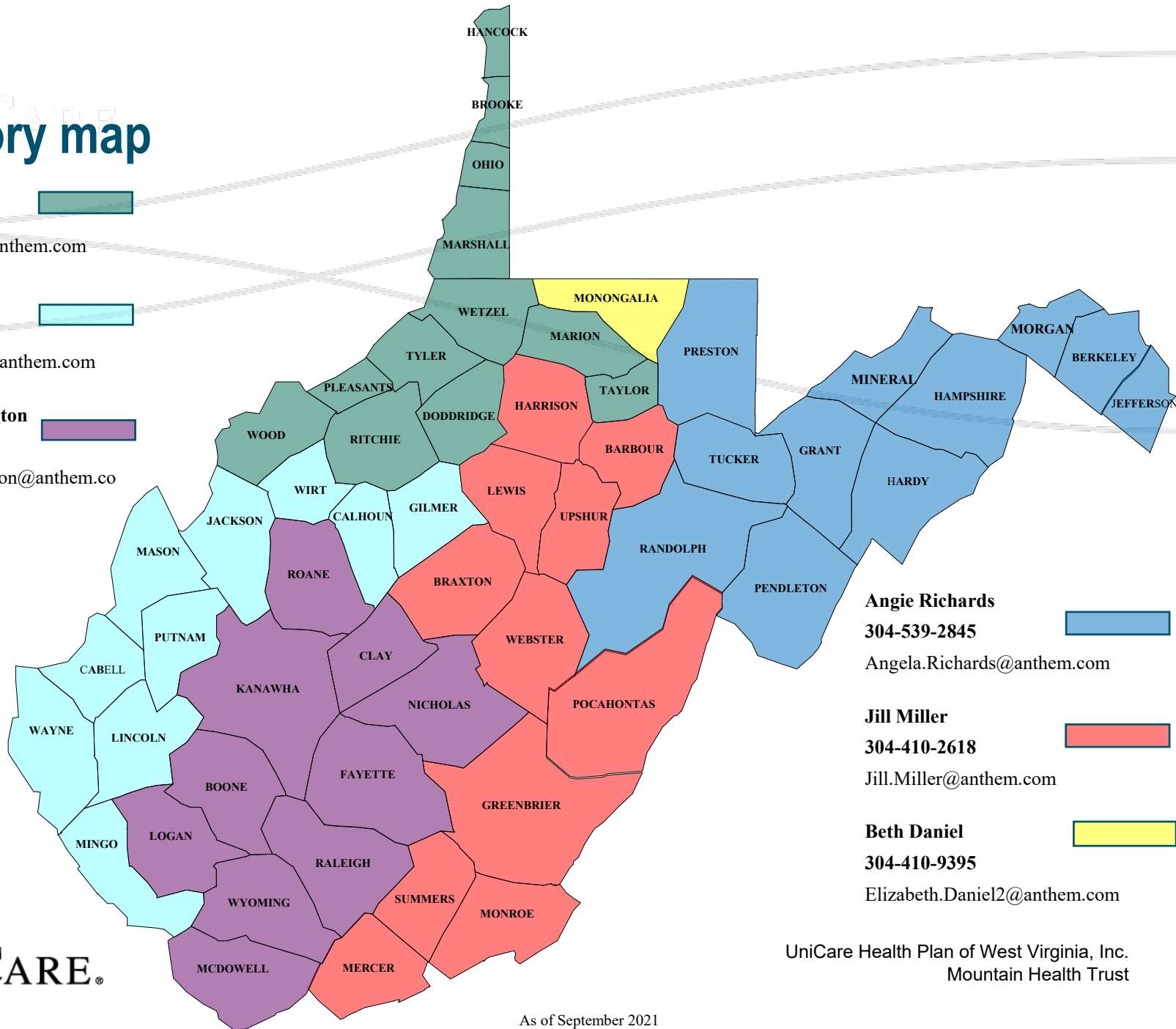Angela.Richards@anthem.com

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As of September 2021

HANCOCK
BROOKE
OHIO
MARSHALL
WETZEL
TYLER
PLEASANTS
WOOD
RITCHIE
DODDRIDGE
WIRT
CALHOUN
GILMER
JACKSON
MASON
ROANE
LEWIS
UPSHUR
BRAXTON
PUTNAM
CABELL
CLAY
KANAWHA
WEBSTER
NICHOLAS
WAYNE
LINCOLN
FAYETTE
POCAHONTAS
BOONE
GREENBRIER
MINGO
LOGAN
RALEIGH
WYOMING
SUMMERS
MONROE
MCDOWELL
MERCER
MONONGALIA
MARION
TAYLOR
HARRISON
BARBOUR
PRESTON
TUCKER
RANDOLPH
PENDLETON
GRANT
MINERAL
HAMPSHIRE
HARDY
MORGAN
BERKELEY
JEFFERSON

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Thank you

https://provider.unicare.com

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