



# Care Provider Manual

Physician, Care Provider, Facility and Ancillary

**Tennessee**

Welcome to the UnitedHealthcare Community Plan® care provider manual. This up-to-date reference PDF manual allows you and your staff to find important information, such as how to process a claim and submit prior authorization requests. This manual also includes important phone numbers and websites on the **How to Contact Us** page. Find operational policy changes and other electronic transactions on our website at **UHCprovider.com**.

This care provider manual supports TennCare, Tennessee's Medicaid program. It has been operating under a waiver from CMS since 1994 to offer coverage to the traditional Medicaid-eligible population as well as an expanded population (TennCare Standard). All TennCare members are enrolled into a managed care organization (MCO) within their geographic region.

We entered into a Contractor Risk Agreement (CRA) for each Grand Region with the State of Tennessee for provision of the TennCare benefits. The TennCare program in each Grand Region is governed by its CRA, the TennCare rules and regulations as well as the TennCare policies. The Division of TennCare website contains links to all governing documents. These include:

- CRA: [tn.gov](http://tn.gov)
- TennCare rules: [publications.tnsfiles.com](http://publications.tnsfiles.com)
- TennCare policies: [tn.gov](http://tn.gov)

We administer the TennCare program as an MCO in all 3 geographic regions doing business as UnitedHealthcare Community Plan. We are a primary care practitioner (PCP)-driven HMO network focusing on PCPs providing appropriate care to covered persons based on established clinical guidelines. We operate in an integrated model where all physical, behavioral, and long-term services and supports health care needs are assessed, coordinated and monitored. We offer our covered individuals and care providers programs in medical management, quality improvement, education and development, as well as quality customer service.

Some TennCare enrollees are also eligible for enhanced services provided through CHOICES/ECF CHOICES. CHOICES/ECF CHOICES is the Long-Term Services and Supports (LTSS) program, which promotes quality and cost-effective care coordination for CHOICES/ECF CHOICES enrollees with chronic, complex health care, social service and custodial needs. CHOICES/ECF CHOICES care coordination operates based on our fully integrated model so the physical, behavioral and LTSS care health needs of the CHOICES/ECF CHOICES

enrollees are met. You may find detailed information on the CHOICES/ECF CHOICES program in **Chapter 6: Long-Term Services and Supports (LTSS)** of this manual.

Information in this manual shall be updated at least semi-annually and submitted to TDCI, Division of TennCare Oversight for review and written approval. Updates are submitted within sixty (60) calendar days prior to the effective date of the semi-annual amendment to the CRA: January 1 and July 1 of each calendar year.

### Click the following links to access different care provider manuals

- LTSS Employment Benefits Supplemental Guide **UHCprovider.com/guides**
- **UnitedHealthcare Care Provider Administrative Guide** for Commercial, Medicare Advantage (including Dual Complete Special Needs Plans) member information. Some states may also have Medicare Advantage information in their Community Plan manual.
- A different state Community Plan manual: go to **UHCprovider.com** > Resources > Care Provider Administrative Guides and Manuals > **Community Plan Care Provider Manuals for Medicaid Plans by State**.
- UnitedHealthcare Dual Complete: For information about UnitedHealthcare Dual Complete in Tennessee, go to **UHCprovider.com** > Resources > Health Plans choose state > Tennessee Medicare Advantage Health Plans > **Tennessee Dual Complete Special Needs Plans**.
- March Vision Routine care provider reference guide: **marchvisioncare.com**. Ophthalmologists rendering medical services to TennCare enrollees should refer to this manual.

View the **Medicaid glossary** for definitions of terms commonly used throughout the care providers manuals.



Questions about the information or material in this manual, or policies, please call **Provider Services**.

## Using this care provider manual

If there is a conflict between your Agreement and this care provider manual, use this manual, unless your Agreement states you should use it instead. If there is a conflict between your Agreement, this care provider manual and applicable federal and state statutes and regulations and/or state contracts, applicable federal and state statutes and regulations and/or state contracts will control.

UnitedHealthcare Community Plan reserves the right to supplement this manual to help ensure its terms and conditions remain in compliance with relevant federal and state statutes and regulations.

This manual will be amended as policies change.

### Participation Agreement

In this manual, we refer to your Participation Agreement as “Agreement”.

The Division of TennCare requires specific language in TennCare Provider Agreements. As noted in the Modification section of your Provider Agreement, the Division of TennCare required language and State of Tennessee mandates about the TennCare program can be updated by inclusion in the care provider manual. For ease of your review, certain required language and TennCare program mandates are contained in a document titled TennCare Regulatory Appendix Addendum. The appendix is at [UHCprovider.com](https://www.uhcprovider.com).

The appendix is routinely appended to our TennCare Provider Agreements. The latest version of this appendix is also appended to this care provider manual. When we amend your Agreement to comply with federal and state regulatory requirements, most of these changes may be made within the body of this care provider manual. However, those regulatory requirements may require us to make changes to confidential portions of your Agreement, such as the payment provisions. When this type of change is required, we may provide you a separate confidential notice of the regulatory changes to your Agreement. If the payment provisions are affected, we will send you a new fee schedule or payment appendix for your records. If we provide you notice of changes based on this paragraph, we will limit such changes to those required to comply with the change in regulatory requirements.

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# Chapter 1: Introduction

## Key contacts

Topic	Link	Phone number
Provider Services	For chat options and contact information, visit <a href="https://UHCprovider.com/contactus">UHCprovider.com/contactus</a> .	1-800-690-1606
Training	<a href="https://UHCprovider.com/training">UHCprovider.com/training</a>	1-800-690-1606
UnitedHealthcare Provider Portal	<a href="https://UHCprovider.com/portal">UHCprovider.com/portal</a> New users: <a href="https://UHCprovider.com/new-user">UHCprovider.com &gt; New User and User Access</a>	1-800-690-1606
CommunityCare Provider Portal training	<a href="#">UnitedHealthcare CommunityCare Provider Portal user guide</a>	
One Healthcare ID support	Chat with a live advocate, available 7 a.m.-7 p.m. CT at <a href="https://UHCprovider.com/chat">UHCprovider.com/chat</a> .	1-819-855-5909
Resource library	<a href="https://UHCprovider.com/resourcelibrary">UHCprovider.com/resourcelibrary</a>	

TennCare is the Tennessee State Medicaid program. TennCare offers traditional Medicaid to eligible populations (TennCare Medicaid) as well as an expanded population (TennCare Standard). All TennCare individuals are enrolled into an MCO.

UnitedHealthcare Plan of the River Valley has entered into a CRA with the State of Tennessee to provide TennCare benefits to qualifying residents. UnitedHealthcare Plan of the River Valley administers the TennCare program as UnitedHealthcare Community Plan.

UnitedHealthcare Community Plan supports the Tennessee state goals of increased access, improved health outcomes and reduced costs by offering Medicaid benefits to eligible individuals:

- TennCare
- TennCare Kids
- TennCare Employment and Community First (ECF) CHOICES
- TennCare CHOICES Long-Term Services and Supports (LTSS) program
- CoverKids

Tennessee has 3 geographic regions. All TennCare individuals are enrolled in an MCO within their geographic region. DHSS will determine enrollment eligibility.

If you have questions about the information in this manual or about our policies, go to [UHCprovider.com](https://UHCprovider.com), or call **Provider Services** at **1-800-690-1606**.

## How to join our network

Find instructions to join the UnitedHealthcare Community Plan care provider network at [UHCprovider.com/join](https://UHCprovider.com/join). There you will find guidance on our credentialing process, how to sign up for self-service tools and other helpful information.

# Our approach to health care

## Care Model

The Care Model program seeks to empower covered persons enrolled in Medicaid, care providers and our community to improve care coordination and elevate outcomes. Targeting covered persons with chronic complex conditions who often use health care, the program helps address their needs holistically. Care Model examines medical, behavioral and social/environmental concerns to help them get the right care from the right care provider in the right place and at the right time.

The program provides interventions to covered persons with complex medical, behavioral, social, pharmacy and specialty needs. This results in better quality of life, improved access to health care and lower expenses. Care Model provides a care management/coordination team that helps increase their engagement, offers resources to fill gaps in care and develops personalized health goals using evidence-based clinical guidelines. This approach helps improve the health and well-being of the people and communities we serve. Care Model provides:

- An extended care team, including PCP, pharmacist, medical and behavioral director, and peer specialist
- Interventions that engage individuals, connecting them to needed resources, care and services
- Individualized and multidisciplinary care plans
- Assistance with appointments with PCP and coordinating appointments. The clinical health advocate refers individuals to an R.N., behavioral health advocate or other specialists as required for complex needs
- Education and support with complex conditions
- Tools for helping individuals engage with care providers, such as appointment reminders and help with transportation
- Foundation to build trust and relationships with hard-to-engage individuals

The Care Model program goals are to:

- Lower avoidable admissions and unnecessary emergency room (ER) visits, measured outcomes by inpatient (IP) admission and ER rates
- Improve access to PCP and other needed services, measured by number of PCP visit rates within identified time frames
- Identify and discuss behavioral health needs,

measured by number of behavioral health care provider visits within identified time frames

- Improve access to pharmacy
- Identify and remove social and environmental barriers to care
- Improve health outcomes, measured by improved Healthcare Effectiveness Data and Information Set (HEDIS®) and Centers for Medicare & Medicaid Services (CMS) Star Ratings metrics
- Empower covered persons to manage their complex/ chronic illness or problem and care transitions
- Improve coordination of care
- Engage community and care provider networks to help ensure access to affordable care and the appropriate use of services

## Referring your patient

To refer your patient who is a UnitedHealthcare Community Plan covered person to the Care Model program, call **Provider Services** at **1-800-690-1606**.

## Cultural resources

Under state and federal law, all TennCare individuals have a right to receive free interpretation and translations as Limited English Proficiency (LEP) services. You must:

- Implement LEP policies and procedures for language assistance, interpretation and translation services to individuals
- Provide similar services to hearing-impaired individuals
- Offer in-person interpreters, sign language or access to telephonic assistance (e.g., the ATT universal line). This is a requirement for any care provider accepting TennCare funds.

## Cultural competency training and education

Free continuing medical education (CME) and non-CME courses are available on our **Cultural Competency page** as well as other important resources.

Cultural competency information is stored within your care provider profile and displayed within the directory. Showcase your cultural competencies by keeping your data current through our **data attestation process**.

- **Language assistance**
  - **Subcontractor obligations**
    - Provide an interpreter at no cost to the enrollee. Interpretive services may be provided through

staff assistance, one-on-one professional interpretation and/or telephonic interpretation.

### – Care provider obligations

- Provide an interpreter at no cost to the enrollee.

### – Reimbursement

- UHCCP does not reimburse for translation services offered to TennCare enrollees in the provider's office setting. Providers are responsible for offering these services without charge to the member. This is a requirement under Title VI of federal regulations, which applies to any care provider that accepts TennCare funds.

### • Materials for limited English-speaking members

We provide simplified materials for members with limited English proficiency and who speak languages other than English, Spanish and Arabic. We also provide materials for visually impaired members.

### • I Speak language assistance card

This resource allows individuals to identify their preferred language and provides directions to arrange interpretation services for UnitedHealthcare members.

For more information, go to [uhc.com](https://www.uhc.com) > [Language Assistance](#).

To access these services, call the TennCare Language Assistance **1-855-259-0701** (TTY: **1-800-848-0298**). We do not reimburse for translation services offered to TennCare individuals in the care provider's office setting. Do not bill us or individuals for these services.

## Evidence-based clinical review criteria and guidelines

UnitedHealthcare Community Plan uses nationally recognized guidelines, including InterQual®, MCG or CMS for care determinations.

## Online resources

Going digital means less paper and more automation, faster workflow between applications and a quicker claims submission process to help you get paid faster.

Learn the differences by viewing the [digital solutions comparison guide](#).

This means using electronic means, where allowed by law, to submit claims and receive payment, and to submit and accept other documents, including appeals requests and decisions, and prior authorization requests and decisions. Using electronic transactions

is fast, efficient and supports a paperless work environment. Use Application Programming Interface (API), Electronic Data Exchange (EDI) or the [UnitedHealthcare Provider Portal](#) for maximum efficiency in conducting business electronically.

### Electronic data interchange

Electronic data interchange (EDI) is an online resource using your internal practice management or hospital information system to exchange transactions with us through a clearinghouse.

The benefit of using EDI is it permits care providers to send batch transactions for multiple members and multiple payers in lieu of logging in to different payer websites to manually request information. This is why EDI is usually care providers' and UnitedHealthcare Community Plan's first choice for electronic transactions.

- Send and receive information faster
- Identify submission errors immediately and avoid processing delays
- Exchange information with multiple payers
- Reduce paper, postal costs and mail time
- Cut administrative expenses

EDI transactions available to care providers are:

- Claims (837)
- Eligibility and benefits (270/271)
- Claims status (276/277)
- Referrals and authorizations (278)
- Hospital admission notifications (278N)
- Electronic remittance advice (ERA/835)

Visit [UHCprovider.com/edi](https://www.uhcprovider.com/edi) for more information.

Learn how to optimize your use of EDI at [UHCprovider.com/resourcelibrary](https://www.uhcprovider.com/resourcelibrary) > [Electronic Data Interchange](#) > [Optimize EDI in Your Organization](#).

### Getting started

- If you have a practice management or hospital information system, contact your software vendor for instructions on how to use EDI in your system
- Contact clearinghouses to review which electronic transactions can interact with your software system

Read our [Clearinghouse Options](#) page for more information.

### UnitedHealthcare Provider Portal

Access patient- and practice-specific information 24/7 within the **UnitedHealthcare Provider Portal**.

You can complete tasks online, get updates on claims, reconsiderations, appeals and payment detail, submit prior authorization requests, check eligibility and update your practice demographic information – all at no cost without calling.

See **UnitedHealthcare Provider Portal** for access and to create ID or sign in using a One Healthcare ID.

- If you already have a One Healthcare ID, simply go to the **UnitedHealthcare Provider Portal** to access
- If you need to set up an account on the portal, follow **these steps** to register

Here are the most frequently used tools on the **UnitedHealthcare Provider Portal**:

- **Eligibility and benefits**

View patient eligibility and benefits information for most benefit plans. For more information, go to **[UHCprovider.com/eligibility](https://UHCprovider.com/eligibility)**.

- **Claims**

Get claims information for many UnitedHealthcare plans, including access letters, remittance advice documents and reimbursement policies. For more information, go to **[UHCprovider.com/claims](https://UHCprovider.com/claims)**.

- **Prior authorization and notification**

Submit notification and prior authorization requests. For more information, go to **[UHCprovider.com/priorauth](https://UHCprovider.com/priorauth)**.

- **Specialty pharmacy transactions**

Submit notification and prior authorization requests for certain medical injectable specialty drugs. Go to **[UHCprovider.com/pharmacy](https://UHCprovider.com/pharmacy)** for more information.

- **My Practice Profile**

View and update the care provider demographic data that UnitedHealthcare members see for your practice. For more information, go to **[UHCprovider.com/mypracticeprofile](https://UHCprovider.com/mypracticeprofile)**.

- **Document Library**

Access claim letters for viewing, printing, or download. The Document Library Roster provides member contact information in a PDF, which can only be pulled at the individual practitioner level. For more information, go to **[UHCprovider.com/documentlibrary](https://UHCprovider.com/documentlibrary)**.

See **UnitedHealthcare Provider Portal** to learn more

about the available self-paced user guides for various tools/tasks

### Direct Connect

Direct Connect is a free, online portal that lets you securely communicate with payers to address errant claims. This portal can replace letters, faxes, phone calls and spreadsheets. It also helps:

- Manage overpayments in a controlled process
- Create a transparent view between you and payer
- Avoid duplicate recoupment and returned checks
- Decrease resolution time frames
- Run real-time reporting to track statuses of inventories in resolution process
- Provide control over financial resolution methods

All users will access Direct Connect using the **UnitedHealthcare Provider Portal**.

Email **[directconnectsupport@optum.com](mailto:directconnectsupport@optum.com)** to get started with Direct Connect.

## Privileges

To help individuals access appropriate care and minimize out-of-pocket costs, you must have privileges at applicable network facilities or arrangements with a network care provider to admit and provide facility services. This includes full admitting hospital privileges, ambulatory surgery center privileges and/or dialysis center privileges.

## Provider Services

Provider Services is the primary contact for care providers who need help. It is staffed with representatives trained specifically for UnitedHealthcare Community Plan.

Provider Services can assist you with questions on Medicaid benefits, eligibility, claim decision, forms required to report specific services, billing questions and more.

## How to contact us

We no longer use fax numbers.

Topic	Contact	Information
Benefits	<p>tn.gov/tennicare &gt; Members/Applicants &gt; Covered Services</p> <p><a href="https://UHCprovider.com/benefits">UHCprovider.com/benefits</a></p> <p><b>1-800-690-1606</b></p>	<p>Confirm a person's benefits and/or prior authorization.</p>
Cardiology prior authorization	<p><a href="https://UHCprovider.com/cardiology">UHCprovider.com/cardiology</a> &gt; Sign In</p> <p><b>1-866-889-8054</b></p>	<p>Review or request prior authorization, see basic requirements, guidelines, CPT code list and more information.</p>
Claims	<p><b>EDI:</b> <a href="https://UHCprovider.com/edi">UHCprovider.com/edi</a> &gt; <b>Companion Guides</b></p> <p>Payer ID 95378</p> <p><b>UnitedHealthcare Provider Portal:</b> <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a></p> <p><b>Online:</b> <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a> (policies, instructions and tips)</p> <p><b>1-877-651-6677</b> (follow the prompts for status information)</p> <p>Mailing address: <b>UnitedHealthcare Community Plan</b> P.O. Box 5220 Kingston, NY 12402-5220</p> <p>For FedEx (use for large packages/more than 500 pages): <b>UnitedHealthcare Community Plan</b> 709 Grant Avenue, North Lobby Lake Katrine, NY 12249</p>	<p>Verify a claim status or get information about proper completion or submission of claims.</p>
Claim overpayments	<p>Sign in to <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a> to access the UnitedHealthcare Provider Portal, then select the UnitedHealthcare Online app</p> <p><b>1-800-690-1606</b></p> <p>Mailing address: <b>UnitedHealthcare Community Plan</b> ATTN: Recovery Services P.O. Box 740804 Atlanta, GA 30374-0800</p>	<p>Ask about claim overpayments.</p> <p>See the <b>Overpayment</b> section for requirements before sending your request.</p>
Dental services	<p>Effective 11/01/2025: Renaissance</p> <p><a href="https://renaissancebenefits.com/plans/dental-insurance/">https://renaissancebenefits.com/plans/dental-insurance/</a></p> <p>TennCare: 1-866-864-2526 CoverKids: 1-866-864-2526</p>	<p>Effective 11/01/2025 <b>Renaissance will provide dental coverage for TennCare covered persons younger than 21 years.</b></p>

	Contact	Information
Electronic data intake (EDI) issues	<p><b>EDI Transaction Support Form</b>  <a href="https://uhcprovider.com/edi">UHCprovider.com/edi</a>  <a href="mailto:ac_edi_ops@uhc.com">ac_edi_ops@uhc.com</a>  <b>1-800-210-8315</b></p>	Contact EDI Support for issues or questions.
Eligibility	<p><b>EDI:</b> Transaction code 270 and response 271  <b>Online:</b> <a href="https://tn.gov/tenncare">tn.gov/tenncare</a> &gt; Providers &gt; <a href="#">Verify Eligibility</a>                      To access eligibility information, go to <a href="https://UHCprovider.com">UHCprovider.com</a> then Sign In to the UnitedHealthcare Provider Portal or go to <a href="https://UHCprovider.com/eligibility">UHCprovider.com/eligibility</a>  <b>Phone:</b>                      Division of TennCare: 1-800-852-2683                      UnitedHealthcare Community Plan voice portal: <b>1-800-690-1606</b> (follow the prompts)</p>	Confirm covered person's eligibility.
Enterprise Voice Portal	Connect with us through chat 24/7 in the <a href="#">UnitedHealthcare Provider Portal</a> .	The Enterprise Voice Portal provides self-service functionality or call steering prior to speaking with a contact center agent.
Fraud, waste and abuse (payment integrity)	<p><b>Online:</b> <a href="https://tn.gov/tenncare">tn.gov/tenncare</a> &gt; Providers &gt; <a href="#">Fraud and Abuse</a>  <b>Phone: 1-800-690-1606</b> (UnitedHealthcare Community Plan tipline)                      1-833-687-9611 TennCare Fraud Hotline  <b>1-800-433-3982</b> Member Fraud Hotline  <b>Payment integrity information:</b>  <a href="https://UHCprovider.com/tncommunityplan">UHCprovider.com/tncommunityplan</a> &gt; Integrity of Claims, Reports, and Representations to the Government                      Reporting: <a href="https://uhc.com/fraud">uhc.com/fraud</a>  <b>1-844-359-7736</b> or <b>1-877-401-9430</b></p>	Learn about our payment integrity policies. Report suspected FWA by a care provider or member by phone or online.
Healthy First Steps/obstetrics (OB) referral	<b>1-800-599-5985</b>	Refer high-risk OB individuals. Fax initial prenatal visit form.
Laboratory services	<a href="https://UHCprovider.com/findprovider">UHCprovider.com/findprovider</a> > <b>Preferred Lab Network</b>	Labcorp and/or Quest Diagnostics are the preferred lab providers.

Topic	Contact	Information
Medicaid (TennCare Provider Services)	<a href="https://tn.gov/tenncare/providers">tn.gov/tenncare/providers</a> TennCare Provider Services 1-800-852-2683 Family Assistance Service Center 1-866-311-4287 TennCare Solutions 1-800-878-3192 TennCare Advocacy Program 1-800-758-1638	Contact Medicaid directly.
Medical and behavioral, claim reconsideration and appeal	Sign in to the <b>UnitedHealthcare Provider Portal</b> or go to <b>UHCprovider.com/claims</b> for more information. <b>1-800-690-1606</b> Reconsiderations mailing address: <b>UnitedHealthcare Community Plan</b> P.O. Box 5220 Kingston, NY 12402-5220 Appeals mailing address: <b>UnitedHealthcare Community Plan Grievances and Appeals</b> P.O. Box 5220 Kingston, NY 12402-5220	Claim issues include overpayment, underpayment, payment denial, or an original or corrected claim determination you don't agree with.
Member Services	<b>1-800-690-1606</b>	Assist individuals with issues or concerns. Available Monday–Friday, 7 a.m.–5 p.m. CT.
Mental health and substance abuse (Optum® Behavioral Health)	Optum Behavioral Health: <b>1-800-690-1606</b>	Refer individuals for behavioral health services. (A PCP referral is not required.)
Multilingual/telecommunication device for the deaf (TDD) services	1-800-758-1638 TDD 711	Available Monday–Friday, 8 a.m.–5 p.m. CT, except state-designated holidays.
National Plan and Provider Enumeration System (NPPES)	<a href="https://nppes.cms.hhs.gov">nppes.cms.hhs.gov</a> 1-800-465-3203	Apply for a National Provider Identifier (NPI).
Network management support team	Chat, with a live advocate, is available 7 a.m.–7 p.m. CT at <b>UHCprovider.com/chat</b> .	Self-service functionality to update or check credentialing information.
NurseLine	<b>1-800-690-1606</b> > Ask for NurseLine	Available 24 hours a day, 7 days a week.
Obstetrics and baby care	Healthy First Steps® <a href="https://uhchealthyfirststeps.com">uhchealthyfirststeps.com</a> <b>1-800-599-5985</b>	Links for pregnant parents and newborn babies.

Topic	Contact	Information
Oncology prior authorization	<p><a href="https://uhcprovider.com/oncology">UHCprovider.com/oncology</a>  <b>1-888-397-8129</b>  Monday–Friday, 7 a.m.–7 p.m. CT</p>	For current list of CPT codes that require prior authorization for oncology.
One Healthcare ID support center	<p>Chat, with a live advocate, is available 7 a.m.–7 p.m. CT at <a href="https://uhcprovider.com/chat">UHCprovider.com/chat</a>.  <b>1-855-819-5909</b></p>	Contact if you have issues with your ID. Available Monday–Friday, 7 a.m.–9 p.m. CT, Saturday, 6 a.m.–6 p.m. CT, Sunday, 9 a.m.–6 p.m. CT.
Pharmacy services	<p><a href="https://professionals.optumrx.com">professionals.optumrx.com</a>  Prior approval/clinical <b>1-866-434-5524</b>  Fax 1-866-434-5523  Pharmacy Help Desk <b>1-866-434-5520</b>  Member inquiries <b>1-888-816-1680</b></p>	Optum Rx® oversees and manages our network pharmacies.
Prior authorization/ Advance notification of health services (intake)	<p>To notify us or request a medical prior authorization:</p> <ul style="list-style-type: none"> <li>• EDI: Transactions 278 and 278N</li> </ul> <p><a href="https://uhcprovider.com/priorauth">UHCprovider.com/priorauth</a></p> <ul style="list-style-type: none"> <li>• Phone: Call Care Coordination at the number on the member’s ID card (self-service available after hours) and select “Care Notifications”.</li> </ul> <p><a href="https://uhcprovider.com/tncommunityplan">UHCprovider.com/tncommunityplan</a> &gt; <b>Prior Authorization and Notification Resources</b></p>	<p>Use the Prior Authorization and Notification Tool online to:</p> <ul style="list-style-type: none"> <li>• Determine if notification or prior authorization is required</li> <li>• Complete the notification or prior authorization process</li> <li>• Upload medical notes or attachments</li> <li>• Check request status</li> </ul> <p>Information and advance notification/prior authorization lists:</p> <p><a href="https://uhcprovider.com/tncommunityplan">UHCprovider.com/tncommunityplan</a> &gt; <b>Prior Authorization and Notification</b></p>
Population Health	<b>1-800-690-1606</b>	Refer high-risk individuals (e.g., asthma, diabetes, obesity) and those who need private-duty nursing.
Provider Advocates	<p><b>1-800-690-1606</b>  Network providers, email <a href="mailto:uhc_tn_outreach@uhc.com">uhc_tn_outreach@uhc.com</a>  Out-of-network providers, email <a href="mailto:uhccp_tn_outreach@uhc.com">uhccp_tn_outreach@uhc.com</a></p>	When calling, choose care provider option, enter tax id, enter specific member ID or wait for a Provider Services representative to request call from appropriate provider advocate.
Provider Services	<p><a href="https://uhcprovider.com/tncommunityplan">UHCprovider.com/tncommunityplan</a>  <b>1-800-690-1606</b></p>	Ask about behavioral health, benefits and eligibility, claims, medical management and prior authorizations. Representatives are available Monday–Friday, 8 a.m.–6 p.m. ET.

Topic	Contact	Information
Radiology prior authorization	<a href="https://uhcprovider.com/radiology">UHCprovider.com/radiology</a> > Sign-In <b>1-866-889-8054</b>	Review or request prior authorization, see basic requirements, guidelines, CPT code list and more information.
Referrals	<a href="https://uhcprovider.com/referrals">UHCprovider.com/referrals</a> <b>Provider Services 1-800-690-1606</b>	Submit new referral requests and check the status of referral submissions.
Reimbursement policy	<a href="https://uhcprovider.com/tncommunityplan">UHCprovider.com/tncommunityplan</a> > Policies and Clinical Guidelines > <b>Reimbursement Policies for Community Plan of Tennessee</b>	Reimbursement policies that apply to UnitedHealthcare Community Plan members. Visit this site often to view reimbursement policy updates.
Technical support	For chat options and contact information, visit <a href="https://uhcprovider.com/contactus">UHCprovider.com/contactus</a> . <b>1-866-209-9320</b> for Optum support	Call if you have issues logging in to the UnitedHealthcare Provider Portal, you cannot submit a form, etc.
Tobacco Free Quit Now	1-800-784-8669	Ask about services for quitting tobacco/smoking.
Transportation (nonemergent)	Tennessee Carriers 1-866-405-0238	Call Tennessee Carriers to schedule nonemergent transportation or for transportation assistance. To arrange non-urgent transportation, please call 3 days in advance.
Utilization management (UM)	Provider Services <b>1-800-690-1606</b>	UM helps avoid overuse and under-use of medical services by making clinical coverage decisions based on available evidence-based guidelines.  Request a copy of our UM guidelines or information about the program.
Vaccines for Children (VFC) program	Tennessee Department of Health (TDH) Immunization Program 1-615-741-1954	You must participate in the VFC program administered by the Department of Health and Senior Services (DHSS) and must use the free vaccine when administering vaccine to qualified eligible children. Enroll as VFC care providers with DHSS to bill for the administration of the vaccine. VFC does not apply to CoverKids.
Vision services	March Vision <a href="https://marchvisioncare.com">marchvisioncare.com</a> 1-844-966-2724	Prior authorization is required for all routine eye exams and hardware.  Authorizations must be obtained from March Vision Care.

Topic	Contact	Information
Website for Tennessee Community Plan	<a href="https://UHCprovider.com/tncommunityplan">UHCprovider.com/tncommunityplan</a>	Access your state-specific Community Plan information on this website.
Website for TennCare	<a href="https://tn.gov/tenncare">tn.gov/tenncare</a> Provider Links Rules for Tennessee Department of Finance and Administration	Find phone numbers, policies, eligibility and other information. Helpful links to TennCare information. TennCare rules for care providers.

# Chapter 2: Care provider standards and policies

## Key contacts

Topic	Link	Phone number
Provider Services	For chat options and contact information, visit <a href="https://UHCprovider.com/contactus">UHCprovider.com/contactus</a> .	<b>1-800-690-1606</b>
General care provider assistance	Connect with us through chat 24/7 in the <a href="#">UnitedHealthcare Provider Portal</a>	
Eligibility	<a href="https://UHCprovider.com/eligibility">UHCprovider.com/eligibility</a>	<b>1-800-690-1606</b>
Referrals	<a href="https://UHCprovider.com/referrals">UHCprovider.com/referrals</a>	<b>1-800-690-1606</b>
Provider Directory	<a href="https://UHCprovider.com/findprovider">UHCprovider.com/findprovider</a>	<b>1-800-690-1606</b>

## General care provider responsibilities

### Nondiscrimination

You can't refuse an enrollment/assignment or disenroll a covered person or discriminate against them based on:

- Race
- Color
- National origin including limited English proficiency and primary language
- Age
- Disability
- Sex

You may only direct the member to another care provider type if that illness or condition may be better treated by someone else.

Post nondiscrimination notices where employees and individuals easily see them. You may be asked to show proof these notices are posted.

Any person who feels they have been discriminated against, or anyone who witnesses something discriminatory, may file a complaint. Complaint forms are available in English, Spanish and Arabic on [tn.gov/tenncare](https://tn.gov/tenncare) > Members/Applicants > Civil Rights

Compliance.

File a complaint through the following methods:

TennCare Office of Civil Rights Compliance  
310 Great Circle Road, Floor 3W  
Nashville, TN 37243

Email: [hcfa.fairtreatment@tn.gov](mailto:hcfa.fairtreatment@tn.gov)

Phone: 1-615-507-6474, 1-855-857-1673 (TTY 711)

Care providers must ensure that they implement policies and procedures for delivering TennCare services in a nondiscriminatory and cultural competent manner, providing free language and communication assistance services to individuals, providing individuals with reasonable accommodations, discrimination complaint procedures, and for regularly inspecting assessment methods and any data algorithms, such as clinical algorithms, to promote equal outcomes and eliminate bias with generating assessment results. Language assistance services include interpretation and translation services and effective communication assistance in alternative formats such as auxiliary aids to any member and/or the member's representative who needs such services including but not limited to members with limited English proficiency, members who are hearing impaired and individuals with disabilities. Such services must be provided free of charge and be available in the form of in-person interpreters, sign language or access to telephonic assistance (e.g., the TTY universal line). Care providers must provide appropriate auxiliary aids and services

free of charge. Care provider staff shall receive training as set forth in CRA Section A.2.12.9.65.2.

Care providers must cooperate with UnitedHealthcare Community Plan and TennCare during discrimination complaint investigations and report discrimination complaints and allegations including requests for reasonable accommodations to UnitedHealthcare Community Plan. This requirement includes allegations of discrimination set forth in Section A.2.12.21.1 and A.2.15.7.6.3.2.7 of the CRA.

Care providers shall assist TennCare members and/or member representatives in obtaining discrimination complaint forms and contact information for TennCare's Office of Civil Rights Compliance. Members and/or their representatives may be referred to TennCare's Civil Rights Compliance webpage for more information about civil rights compliance, complaint forms, policies, and notices at: [tn.gov/tenncare/members-applicants/civil-rights-compliance.html](https://tn.gov/tenncare/members-applicants/civil-rights-compliance.html)

The TennCare Program does not discriminate against people because of their race, color, national origin including limited English proficiency and primary language, age, disability, religion, or sex. If you need reasonable modifications or think you were treated differently, or discriminated against you can file a grievance (complaint) with TennCare's Office of Civil Rights Compliance at [HCFA.fairtreatment@tn.gov](mailto:HCFA.fairtreatment@tn.gov), [tn.gov/tenncare/members-applicants/civil-rights-compliance.html](https://tn.gov/tenncare/members-applicants/civil-rights-compliance.html).

Mail to:

310 Great Circle Road Floor 3W  
Nashville, TN 37243

Phone: 1-615-507-6474 (TRS 711).

Need help filing a grievance? Call TennCare Connect at 1-855-259-0701.

## Notice of availability of language assistance services and alternate formats

### Do you need free language or an auxiliary aid or service?

If you speak a language other than English, help in your language is available for free. We have free interpretation and translation services to help you. We have free auxiliary aids and services, like large print, to communicate effectively with you. Call us at 1-800-690-1606 (TennCare) or 1-866-600-4985 (CoverKids) (TRS: 711).

#### Spanish:

#### Español

**ATENCIÓN:** si habla español, tiene a su disposición servicios gratuitos de asistencia lingüística. Llame al 1-800-690-1606 (TennCare) o al 1-866-600-4985 (CoverKids) (TRS/TTY: 266-503-0264).

#### Arabic:

#### العربية

لتبديد إلتاكدت لتحدث العربية، تتوفر خدمات المساعدة اللغوية مجاناً. اتصل على الرقم 1-800-690-1606 (TennCare) أو 1-866-600-4985 (CoverKids) (TRS/TTY: 266-503-0264) 4985-600-866

#### Chinese:

#### 繁體中文

注意：如果您使用繁體中文，您可以免費獲得語言援助服務。請致電 1-800-690-1606 (TennCare) 或 1-866-600-4985 (CoverKids) (電訊轉接服務/聽障專線 (TRS/TTY: 266-503-0264)。

#### Vietnamese:

#### Tiếng Việt

**CHÚ Ý:** Nếu bạn nói Tiếng Việt, có các dịch vụ hỗ trợ ngôn ngữ miễn phí dành cho bạn. Hãy gọi 1-800-690-1606 (TennCare) hoặc 1-866-600-4985 (CoverKids) (TRS/TTY: 266-503-0264).

#### Korean:

#### 한국어

주의: 한국어를 사용하시는 경우, 언어 지원 서비스를 무료로 이용하실 수 있습니다. 1-800-690-1606 (TennCare) 또는 1-866-600-4985 (CoverKids) (TRS/TTY: 266-503-0264)로 전화주세요.

#### French:

#### Français

**ATTENTION :** Si vous parlez français, des services d'aide linguistique vous sont proposés gratuitement. Appelez le +1-800-690-1606 (TennCare) ou le +1-866-600-4985 (CoverKids) (TRS/TTY: 866-503-0264).

#### Amharic:

#### አማርኛ

ማሳሰቢያ፡- አማርኛ የሚናገሩ ከሆኑ፣ የገደ ጽንጽ እርዳታ አገልግሎቶች አሉ። በ1-800-690-1606 (TennCare) ወይም 1-866-600-4985 (CoverKids) (TRS/TTY: 266-503-0264) ላይ ይደውሉ።



## Notice of nondiscrimination

### Protections

Discrimination is against the law. TennCare obeys federal and state civil rights laws. We don't discriminate on the basis of race, color, national origin including limited English proficiency and primary language, age, disability, or sex. TennCare doesn't exclude people or treat them less favorably (differently) because of race, color, national origin, age, disability, or sex.

## Help you can get

### Disability related help

TennCare provides people with disabilities reasonable modifications. Reasonable modifications are reasonable requests for changes to a rule, policy, practice, or service to help a person with a disability related need. TennCare has free auxiliary aids and services to communicate effectively with you. Auxiliary aids and services are types of help like:

- Qualified sign language interpreters, and
- Written information in large print, audio, accessible electronic formats, letter reading, Braille, or other formats.

### Language help

TennCare offers free language help to people whose primary language is not English like:

- Qualified interpreters, and
- Translations – Information written in other languages.

### Who to contact

#### TennCare Connect

Do you need help like applying or renewing your TennCare, need auxiliary aids and services, or language help to talk with TennCare? Call TennCare Connect for free at 855-259-0701.

#### TennCare's Office of Civil Rights Compliance

- Reasonable modifications:  
If you need reasonable modifications, contact TennCare's Office of Civil Rights Compliance ("OCRC").
- Grievance/complaint:  
If you believe that TennCare failed to provide these services, or discriminated in another way on the basis of race, color, national origin, age, disability, or sex, you can file a grievance/complaint with TennCare's OCRC by email at [HCF.A.fairtreatment@tn.gov](mailto:HCF.A.fairtreatment@tn.gov), mail at 310 Great Circle Road Floor 3W, Nashville, TN 37243, OCRC's website at <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>, or calling 615-507-6474 (TRS 711). If you need help filing a grievance call TennCare Connect for free at 855-259-0701.

### More information

You can find forms, policies and more information about civil rights and help like for food or other things on OCRC's website: <https://www.tn.gov/tenncare/members-applicants/civil-rights-compliance.html>.

You can file a civil rights complaint with the U.S. Department of Health and Human Services, Office for Civil Rights, electronically through the Office for Civil Rights Complaint Portal, available at <https://ocrportal.hhs.gov/ocr/portal/lobby.jsf>, or by mail or phone at:

U.S. Department of Health and Human Services

200 Independence Avenue, SW

Room 509F, HHH Building

Washington, D.C. 20201

1-800-368-1019, 800-537-7697 (TDD)

Complaint forms are available at <http://www.hhs.gov/ocr/office/file/index.html>.

### Communication between care providers and covered persons

The UnitedHealthcare Community Plan Agreement is not intended to interfere with your relationship with covered persons as patients or with UnitedHealthcare Community Plan's ability to administer its quality improvement, utilization management or credentialing programs. Instead, we require communication between PCPs and other participating care providers. This helps ensure covered persons receive both quality and cost-effective health services.

Covered persons and/or their representatives may take part in the planning and implementation of their care.

To help ensure members and/or their representatives have this chance, UnitedHealthcare Community Plan requires that you:

1. Educate covered persons and/or their representative(s) about their health needs.
2. Share findings of history and physical exams.
3. Discuss options (without regard to plan coverage), treatment side effects and symptoms management. This includes any self-administered alternative or information that may help them make care decisions.
4. Recognize covered individuals (and/or their representatives) have the right to choose the final course of action among treatment options.
5. Collaborate with the plan care manager in developing a specific care plan for individuals enrolled in high-risk care management.

### Provide official notice

Write to us within 10 calendar days if any of the following events happen:

1. Bankruptcy or insolvency.
2. Indictment, arrest, felony conviction or any criminal charge related to your practice or profession.
3. Suspension, exclusion, debarment or other sanction from a state or federally funded health care program.
4. Loss or suspension of your license to practice.
5. Departure from your practice for any reason.
6. Closure of practice.

Visit [UHCprovider.com/attestation](https://UHCprovider.com/attestation) to view ways to update and verify your provider demographic data.

### Transitioning care following termination of your participation

If your network participation ends, you must transition your covered persons to timely and useful care. This may include providing service(s) for a reasonable time at our in-network rate. Provider Services can help with the transition.

If you decide to end your participation, submit a termination notification to us in the time frames stated in the Provider Agreement. All notices must be in writing and delivered either personally or by certified mail with prepaid postage. If mailed, the notice is considered delivered when deposited in the United States mail.

Address notices to:

#### UnitedHealthcare Community Plan

Attn: Network Management  
10 Cadillac Dr, Suite 200  
Brentwood, TN 37027

### Arrange substitute coverage

If you cannot provide care and must find a substitute, arrange for care from other UnitedHealthcare Community Plan care provider and care professionals.



For the most current list of network professionals, review our Provider Directory at [UHCprovider.com/findprovider](https://UHCprovider.com/findprovider).

### Administrative terminations for inactivity

Up-to-date directories are a critical part of providing covered persons with the information they need to take care of their health. To accurately list care providers who treat individuals, we:

1. End Agreements with care providers who have not submitted claims for covered persons for 1 year and have voluntarily stopped participation in our network.
2. Inactivate any tax identification numbers (TINs) with no claims submitted for 1 year. This is not a termination of the Provider Agreement. Call UnitedHealthcare Community Plan to reactivate a TIN.

### Changing an existing TIN or adding a health care provider

- Visit [UHCprovider.com/attestation](https://UHCprovider.com/attestation) to view ways to update and verify your provider demographic data.

### Updating your practice or facility information

You can update your practice information through the [UnitedHealthcare Provider Portal](#).

Or submit your change by:

- Visiting [UHCprovider.com/attestation](https://UHCprovider.com/attestation) to view ways to update and verify your provider demographic data electronically
- For general care provider assistance, connect with us through chat 24/7 in the [UnitedHealthcare Provider Portal](#)

### After-hours care

Life-threatening situations require the immediate services of an emergency department. Urgent care can provide quick after-hours treatment and is appropriate for infections, fever, and symptoms of cold or flu.

If an individual calls you after hours asking about urgent care, and you can't fit them in your schedule, refer them to an urgent care center.

### Participate in quality initiatives

You must help our quality assessment and improvement activities. You must also follow our clinical guidelines, member safety (risk reduction) efforts and data confidentiality procedures.

UnitedHealthcare Community Plan clinical quality initiatives are based on optimal delivery of health care for diseases and conditions. This is determined by United States government agencies and professional specialty societies. See **Chapter 12** for more details on the initiatives.

### Provide access to your records

You must provide access to any medical, financial or administrative records related to services you provide

to covered persons within 14 calendar days of our request. We may request you respond sooner for cases involving alleged fraud and abuse, an individual's grievance/appeal, or a regulatory or accreditation agency requirement. Maintain these records for 6 years or longer if required by applicable statutes or regulations.

### Performance data

You must allow the plan to use care provider performance data.

### Comply with protocols

You must comply with the UnitedHealthcare Community Plan and payer's protocols, including those contained in this care provider manual. View protocols at [UHCprovider.com/policies](https://UHCprovider.com/policies).

### Office hours

You must provide the same office hours of operation to covered persons as those offered to commercial members.

### Protect confidentiality of covered persons' data

Covered persons have a right to privacy and confidentiality of all health care data. We only give confidential information to business associates and affiliates who need that information to improve our individuals' health care experience. We require our associates to protect privacy and abide by privacy law. If a covered person requests specific medical record information, we will refer them to you. You agree to comply with the requirements of HIPAA and associated regulations. In addition, you will comply with applicable state laws and regulations.

UnitedHealthcare Community Plan uses individuals' information for treatment, operations and payment. UnitedHealthcare Community Plan has safeguards to stop unintentional disclosure of protected health information (PHI). This includes passwords, screen savers, firewalls and other computer protection. The safeguards include shredding information with PHI and

all confidential conversations. All staff is trained on HIPAA and confidentiality requirements.

### Follow medical record standards

Please reference **Chapter 11** for **medical record standards**.

### Inform covered persons of advance directives

The federal Patient Self-Determination Act (PSDA) gives patients the legal right to make choices about their medical care before incapacitating illness or injury through an advance directive. Under the federal act, you must provide written information to individuals on state laws about advance treatment directives, their right to accept or refuse treatment and your own policies regarding advance directives. To comply with this requirement, we inform covered persons of state laws on advance directives through member handbooks and other communications.

### Your Agreement

If you have a concern about your Agreement with us, send a letter with the details to the address in your contract. A representative will investigate your complaint. If you disagree with the outcome, you may file for arbitration. If your concern relates to certain UnitedHealthcare Community Plan procedures, such as the credentialing or care management process, follow the dispute procedures in your Agreement. After following those procedures, if one of us remains dissatisfied, you may file for arbitration.

If we have a concern about your Agreement, we'll send you a letter containing the details. If we can't resolve the complaint through informal discussions, you may file an arbitration proceeding as described in your Agreement. Your Agreement describes where arbitration proceedings are held.

If an individual asks to appeal a clinical or coverage determination on their behalf, follow the appeal process in their benefit contract or handbook. Locate the member handbook at [UHCCommunityPlan.com/tn/medicaid/community-plan](https://www.uhccommunityplan.com/tn/medicaid/community-plan) > Member Resources > View Available Resources > Member Handbook.

Also reference **Chapter 14** of this manual for information on care provider claim reconsiderations, appeals and grievances.

### Reporting abuse and neglect

You must identify and report suspected cases of abuse, neglect or exploitation. Not reporting child abuse or neglect is a violation of Tennessee law. See TCA 71-6-101 et seq., TCA 37-1-401 et seq. and TCA 37-1-601 et seq. All abuse reports are confidential.

- Reporting child abuse: Call Child Protective Services at 1-877-237-0004. You can also go to [carat.app.tn.gov](https://www.carat.app.tn.gov) to report instances of abuse or neglect that do not require an emergency response.
- Reporting abuse of adults: Call Adult Protective Services at 1-888-277-8366. You can also submit an online report at [reportadultabuse.dhs.tn.gov](https://reportadultabuse.dhs.tn.gov).
- Emergency reporting: If the individual is at immediate risk, please call 911. For more information, go to the Tennessee Department of Human Services website at [tn.gov](https://www.tn.gov).

## Appointment standards (TennCare access and availability standards)

Comply with the following appointment availability standards: Source: OB Access and Availability

### Primary care

Primary Care Physician/Extender or Obstetrics and Gynecology, PCPs should arrange appointments for:

- After-hours care phone number - 24 hours, 7 days a week
- Emergency care - immediately or referred to an emergency facility
- Urgent care appointment - within 48 hours or phone follow-up with referral for urgent care
- Routine care appointment - within 3 weeks
- Physical exam - within 3 weeks
- EPSDT appointments - within 3 weeks
- New individual appointment - within 3 weeks
- In-office waiting for appointments - not to exceed 45 minutes of the scheduled appointment time
- Phone calls
  - After-hours calls to the answering service for urgent problems - within 15 minutes or as soon as possible
  - Urgent phone calls during regular office hours - the same day. The office staff should set an expectation with the caller as to when the call will be returned
  - Nonurgent phone calls during regular office hours -

as soon as possible

### Specialty care

Specialists should arrange appointments for:

- Routine appointment type – within 30 working days of request/referral
- Urgent appointments – within 48 hours
- In-office waiting for appointments – within 45 minutes of the scheduled appointment time
- Optometry – within 3 weeks for a regular appointment, 48 hours for an urgent appointment. Do not exceed 45 minutes for office wait time.

### Prenatal care

Prenatal care providers should arrange OB/GYN appointments for:

- First and second trimester – within 15 calendar days of request
- Third trimester – within 3 days of request
- High-risk – within 3 calendar days of identification of high risk

UnitedHealthcare Community Plan periodically conducts surveys to check appointment availability and access standards. All care providers must participate in all activities related to these surveys.

For more information about behavioral health access and availability standards, please see **Chapter 9**.

## Care Provider Directory

You are required to tell us, within 5 business days, if there are any changes to your ability to accept new patients. If a covered person, or potential covered person, contacts you, and you are no longer accepting new patients, report any inaccuracy. Ask the potential new patient to contact UnitedHealthcare Community Plan for additional help finding a care provider.

We are required to contact all participating care providers annually and independent physicians every 6 months. We require you to confirm your information is accurate or provide us with applicable changes.

If we do not receive a response from you within 30 business days, we have an additional 15 business days to contact you. If these attempts are unsuccessful, we notify you that if you continue to be nonresponsive we will remove you from our care provider directory after 10 business days.

If we receive notification the directory information is inaccurate, you may be subject to corrective action.

In addition to outreach for annual or bi-annual attestations, we are required to make outreach if we receive a report of incorrect care provider information. We are required to confirm your information.

To help ensure we have your most current provider directory information, submit applicable changes to:

- **Delegated care providers**, submit changes to your designated submission pathway.
- **Non-delegated care providers**, visit [UHCprovider.com/attestation](https://UHCprovider.com/attestation) > Provider Data Updates and Attestation page to view ways to update and verify your provider demographic data.

The medical, dental and mental care provider directory is located at [UHCprovider.com/findprovider](https://UHCprovider.com/findprovider).

### Care provider attestation

Confirm your data every quarter through the [UnitedHealthcare Provider Portal](#) or by calling **Provider Services** at **1-800-690-1606**. If you have received the upgraded My Practice Profile and have editing rights, access the My Practice Profile in the [UnitedHealthcare Provider Portal](#) to make many of the updates required in this section.

When you submit demographic updates, list only those addresses where a member may make an appointment and see the health care provider. On-call and substitute health care providers who are not regularly available to provide covered services at an office or practice location should not be listed at that address.

### Referral care provider lists

You can find a current list of referral care providers, including behavioral health care providers, as well as download and print contact information at any time. Access the referral care provider lists on the UnitedHealthcare Provider Portal at [UHCprovider.com/tncommunityplan](https://UHCprovider.com/tncommunityplan) > Member Information > Referral Provider Listings by Region.

We send PCPs a quarterly postcard about Referral Provider Lists updates. Request a printed version of the list by calling **Provider Services** at **1-800-690-1606**

## Prior authorization request

Prior authorization requests may include procedures, services and/or medication.

Coverage may only be provided if the service or medication is deemed medically necessary or meets specific requirements provided in the benefit plan.

Take the following steps before providing medical services and/or medication to covered persons:

- Verify eligibility using the UnitedHealthcare Provider Portal at [UHCprovider.com/eligibility](https://UHCprovider.com/eligibility) or by calling **Provider Services** at **1-800-690-1606**. Not doing so may result in claim denial.
- Check the individual's ID card each time they visit. Verify against photo identification if this is your office practice.
- Get prior authorization:
  1. To access the Prior Authorization app, go to [UHCprovider.com](https://UHCprovider.com), then Sign In.
  2. Select the **Prior Authorization and Notification app**.
  3. View notification requirements.

Identify and bill other insurance carriers when appropriate.

If you have questions, for chat options and contact information, visit [UHCprovider.com/contactus](https://UHCprovider.com/contactus), Monday–Friday, 7 a.m.–9 p.m. CT.

## Timeliness standards for notifying individuals of test results

After receiving results, notify individuals within:

- **Urgent** – 24 hours
- **Nonurgent** – 10 business days

## Requirements of primary care providers and specialists serving in primary care provider role

### Specialists include internal medicine, pediatrics or obstetrics/gynecology

PCPs are an important partner in the delivery of care, and TennCare covered persons may seek services from any participating care provider. The TennCare program requires covered persons be assigned to PCPs. We encourage individuals to develop a relationship with a PCP who can maintain all their medical records and provide overall medical management. These relationships help coordinate care and provide the individual a “medical home.”

The PCP plays a vital role as a case manager in the UnitedHealthcare Community Plan system by improving health care delivery in 4 critical areas: access, coordination, continuity and prevention. As such, the PCP manages initial and basic care to covered persons, makes recommendations for specialty and ancillary care, and coordinates all primary care services delivered to covered persons. The PCP must provide 24 hours a day, 7 days a week coverage and backup coverage when they are not available.

Medical doctors (M.D.s), doctors of osteopathy (D.O.s), nurse practitioners (N.P.s) and physician assistants (P.A.s) from any of the following practice areas can be PCPs:

- General practice
- Internal medicine
- Family practice
- Pediatrics
- Obstetrics/gynecology

N.P.s may enroll with the state as solo care providers, but P.A.s cannot. P.A.s must be part of a group practice. Individuals may change their assigned PCP by contacting Member Services at any time during the month. Member Services is available Monday–Friday, 7 a.m.–7 p.m. ET. We ask covered persons who don't select a PCP during enrollment to select one. UnitedHealthcare Community Plan may auto-assign a PCP to complete the enrollment process.

Pregnant persons have direct access (without a referral or authorization) to any OB/GYNs, midwives, P.A.s, or N.P.s for women's health care services and any nonwomen's health care issues discovered and treated in the course of receiving women's health care services. This includes access to ancillary services ordered by women's health care providers (lab, radiology, etc.) in the same way these services would be ordered by a PCP. This is in addition to the enrollee's designated PCP.

UnitedHealthcare Community Plan works with

covered persons and care providers to help ensure all individuals understand, support and benefit from the primary care case management system. This includes PCP availability of 24 hours a day, 7 days a week. During nonoffice hours, access by telephone to a live voice (i.e., an answering service, care provider on-call, hospital switchboard, PCP's nurse triage) will immediately page an on-call medical professional so referrals can be made for nonemergency services. **Recorded messages are not acceptable.**

Consult with other appropriate health care professionals to develop individualized treatment plans for covered persons with special health care needs.

- Use lists supplied by the UnitedHealthcare Community Plan to identify individuals who may need preventive health procedures or testing
- Submit all accurately coded claims or encounters in a timely manner
- Provide all well-baby/well-child services
- Coordinate each covered person's overall course of care
- Accept covered persons at your primary office location at least 20 hours a week for a 1-M.D. practice and at least 30 hours per week for a 2-or-more-M.D. practice
- Be available to individuals by telephone at any time
- Tell individuals about appropriate use of emergency services
- Discuss available treatment options with covered persons

## Responsibilities of primary care providers and specialists serving in primary care provider role

**Specialists include internal medicine, pediatrics and/or obstetrics/gynecology**

In addition to meeting the requirements for all care providers, PCPs must:

- Offer office visits on a timely basis, based on the standards outlined in the Timeliness Standards for **Appointment Scheduling** section of this manual
- Conduct a baseline exam during the covered person's first appointment
- Treat individuals' general health care needs. Use

nationally recognized clinical practice guidelines.

- Refer services requiring prior authorization to Provider Services, UnitedHealthcare Community Plan Clinical or TennCare's pharmacy benefits manager, as appropriate Admit covered persons to the hospital when necessary. Coordinate their medical care while they are hospitalized.
- Respect individuals' advance directives. Document in a prominent place in the medical record whether a covered person has an advance directive form.
- Provide covered benefits consistently with professionally recognized standards of health care based on UnitedHealthcare Community Plan standards. Document procedures for monitoring individual's missed appointments as well as outreach attempts to reschedule missed appointments.
- Transfer medical records upon request. Provide copies of medical records to individuals upon request at no charge.
- Allow timely access to covered person's medical records per contract requirements. Purposes include medical record keeping audits, HEDIS or other quality measure reporting, and quality of care investigations. Such access does not violate HIPAA.
- Maintain a clean and structurally sound office that meets applicable Occupational Safety and Health Administration (OSHA) and Americans with Disabilities (ADA) standards
- Comply with the TennCare Access and Availability standards for scheduling emergency, urgent care and routine visits. Appointment standards are covered in **Chapter 2** of this manual

## Rural health clinic, federally qualified health center and primary care clinic

Individuals may choose a care provider who meets the PCP requirements and performs PCP-type services within a rural health clinic (RHC), federally qualified health center (FQHC) or primary care clinic (PCC) as their PCP.

### • **RHC**

The RHC program helps increase access to primary care services for Medicaid and Medicare individuals in rural communities. RHCs can be public, nonprofit or for-profit health care facilities.

They must be in rural, underserved areas.

### • **FQHC**

An FQHC is a center or clinic that provides primary care and other services. These services include:

- Preventive (wellness) health services from a P.A., N.P., social worker and/or another care provider
- Mental health services
- Immunizations (shots)
- Home nurse visits

### • **PCC**

A PCC is a medical facility focusing on the initial treatment of medical ailments. In most cases, the conditions seen at the clinic are not serious or life threatening. If a condition is discovered at a PCC that may be dangerous, the PCC may refer the covered person to a specialist. Doctors at these clinics are usually internists, family physicians and pediatricians.

## Primary care provider checklist

1. Verify eligibility and benefits on [UHCprovider.com/eligibility](https://UHCprovider.com/eligibility). Click in the top right corner to access the UnitedHealthcare Provider Portal, or call Provider Services.
2. Check the member's ID card at the time of service. Verify member with photo identification.
3. Get prior authorization from UnitedHealthcare Community Plan, if required. Visit [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth).
4. Refer patients to UnitedHealthcare Community Plan participating specialists when needed.
5. Identify and bill other insurance carriers when appropriate.
6. Bill all services provided to a UnitedHealthcare Community Plan member either electronically or on a CMS 1500 claim form.

## Specialist responsibilities

In addition to applicable requirements for all care providers, specialists must:

- Contact the PCP to coordinate the care/services
- Provide specialty care medical services to covered persons recommended by their PCP or who self-refer
- Verify the eligibility of the individual before providing covered specialty care services
- Provide only those covered specialty care services, unless otherwise authorized

- Provide the PCP copies of all medical data, reports and discharge summaries resulting from the specialist's care
- Note all findings and recommendations in the individual's medical record. Share this information in writing with the PCP.
- Maintain staff privileges at 1 UnitedHealthcare Community Plan participating hospital at a minimum
- Report infectious diseases, lead toxicity and other conditions as required by state and local laws
- Comply with the TennCare Access and Availability standards for scheduling routine visits. Appointment standards are covered in this chapter.
- Provide anytime coverage. PCPs and specialists serving in the PCP role must be available to members by phone 24 hours a day, 7 days a week or they must have arrangements for phone coverage by another UnitedHealthcare Community Plan participating PCP or obstetrician. UnitedHealthcare Community Plan tracks and follows up on all instances of PCP or obstetrician unavailability.

Specialists may use medical residents in all specialty care settings under the supervision of fully credentialed UnitedHealthcare Community Plan specialty attending care providers.

UnitedHealthcare Community Plan also conducts periodic access surveys to monitor for after-hours access. PCPs and obstetricians serving in the PCP role must take part in all survey-related activities.

## Ancillary care provider responsibilities

Ancillary care providers include:

- Freestanding radiology
- Freestanding clinical labs
- Home health
- Hospice
- Dialysis
- Durable medical equipment (DME)
- Infusion care
- Therapy
- Ambulatory surgery centers
- Freestanding sleep centers
- Other noncare providers

PCPs and specialists must use the UnitedHealthcare Community Plan ancillary network.

## Ancillary care provider checklist

1. Verify the member's enrollment before rendering services. Sign in to the UnitedHealthcare Provider Portal at [UHCprovider.com](https://UHCprovider.com) or contact Provider Services.
2. Check the member's ID card at the time of service. Verify against photo ID if this is your office practice.
3. Get prior authorization from UnitedHealthcare Community Plan, if required. Visit [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth).
4. Identify and bill other insurance carriers when appropriate.

# Interacting with capitated/delegated groups

In your market, you may work with entities that have capitated or delegated arrangements with UnitedHealthcare (“capitated organization”). If your patient is assigned to one of these capitated organizations, specific utilization management or claims processing rules may apply.

## What is capitation?

Capitation is a payment model in which providers receive a fixed per-member, per-period payment, regardless of services rendered. Common capitated entities include Independent Practice Associations (IPAs), medical groups, and occasionally hospital systems or ancillary providers.

## What is delegation?

Delegation is the transfer of authority to perform specific functions on our behalf.

We may delegate:

- Medical management
- Credentialing
- Utilization management
- Claims processing and payment
- Complex case management
- Other clinical and administrative functions

When responsibilities are delegated to a provider, they become a “delegated entity” or “delegate.” UnitedHealthcare retains accountability to regulators for all delegated activities.

Delegated entities may contract with other providers, but those agreements must follow UnitedHealthcare’s product-specific regulations. To obtain and maintain delegation, providers must comply with our standards and best practices. Non-compliance may result in revocation of delegated responsibilities.

Capitated organizations are often also delegated entities, making them responsible for both delivering care and administering delegated functions, such as processing and paying claims for other providers.

## What does it mean for you if you are not a capitated/delegated provider?

You may enter into direct agreements with capitated or delegated organizations. These agreements may differ from your Participation Agreement with UnitedHealthcare and should clearly define applicable protocols and procedures.

Key principles:

- **If you participate with both UnitedHealthcare and a capitated organization, and provide designated covered services to a capitated member:**  
The capitated organization is solely responsible for payment, based on your agreement with them.
- **If you participate with UnitedHealthcare but not with the capitated organization, and provide designated covered services to a capitated member:**  
The capitated organization remains solely responsible for payment. Reimbursement follows your UnitedHealthcare Participation Agreement.
- **If you participate with both UnitedHealthcare and a capitated organization, and provide services to a non-capitated member:**  
UnitedHealthcare (or the financially responsible entity) is solely responsible for payment, per your UnitedHealthcare Participation Agreement.

# Chapter 3: Care provider office procedures and individual benefits

## Key contacts

Topic	Link	Phone number
Member benefits	<a href="https://UHCCommunityPlan.com/tn">UHCCommunityPlan.com/tn</a>	1-800-690-1606
Member handbook	<a href="https://UHCCommunityPlan.com/tn">UHCCommunityPlan.com/tn</a> > Plan Details > Member Resources > View Available Resources	1-800-690-1606
Provider Services	For chat options and contact information, visit <a href="https://UHCprovider.com/contactus">UHCprovider.com/contactus</a> .	1-800-690-1606
Prior authorization	<a href="https://UHCprovider.com/priorauth">UHCprovider.com/priorauth</a>	1-800-690-1606

## Benefit information

Review the following benefits chart. You may also see individual benefit coverage information at [tn.gov/tennicare](https://tn.gov/tennicare) > Members/Applicants > Covered Services.

### Physical health benefits (CRA Section 2.6.1.3)

Service	Benefit limit
Inpatient hospital services	Medicaid eligible, age 21 and older: As medically necessary. Inpatient rehabilitation hospital facility services are not covered for adults unless we determine it is a cost-effective alternative. Medicaid eligible, younger than 21: As medically necessary, including rehabilitation hospital facility.
Outpatient hospital services	As medically necessary.
Physician inpatient services	As medically necessary.
Physician outpatient services/ community health clinic services/other clinic services	As medically necessary.
Prenatal, maternity and postpartum care (delivered based on standards the American College Of Obstetrics and Gynecology endorses)	As medically necessary.

Service	Benefit limit
TennCare Kids services	<p>Medicaid eligible, birth through 20 years: Covered as medically necessary, except that screenings do not have to be medically necessary. Children may also receive screenings between regular checkups.</p> <p>Screening, interperiodic screening, diagnostic and follow-up treatment services as medically necessary based on federal and state requirements. See Section 2.7.6 of the CRA for further details.</p>
CoverKids	<p>CoverKids is available to children:</p> <ul style="list-style-type: none"> <li>• Younger than 19 years who are not eligible for TennCare Medicaid</li> <li>• Whose household income must be at or below 250% of the federal poverty level (FPL) based on Eligibility Determination Group (EDG) size</li> <li>• Who meet all non-financial eligibility requirements</li> </ul> <p>CoverKids is available to unborn babies of pregnant persons:</p> <ul style="list-style-type: none"> <li>• Not eligible for TennCare Medicaid</li> <li>• Whose household income is at or below 250% of FPL based on EDG size</li> <li>• Who meet all non-financial eligibility requirements</li> </ul>
Preventive care services	<p>We provide preventive services, including initial and periodic evaluations, family planning services, prenatal care, laboratory services and immunizations based on TennCare rules and regulations described in Section 2.7.5 of the CRA.</p>
Lab and X-ray services	<p>As medically necessary.</p>
Hospice care	<p>As medically necessary when provided by a Medicare-certified hospice.</p>
Dental services	<p>Dental Services shall be provided by the Dental Benefits Manager (DBM) for members under 21 and adults age 21 and older. For members enrolled in ECF CHOICES or a 1915(c) waiver, additional dental wrap around benefits are also available.</p> <p>However, the facility, medical and anesthesia services related to the dental service that are not provided by a dentist or in a dentist's office shall be covered services provided by the CONTRACTOR when the dental service is covered by the DBM or DDA, as applicable, including dental services covered through an I/DD MLTSS Program.</p> <p>.</p>
Lactation consultant services	<p>Medicaid/standard eligible: Covered for members.</p>

Service	Benefit limit
<p>Vision services</p>	<p>TennCare Medicaid: As medically necessary for those younger than 21 years old: Preventive, diagnostic and treatment services (including eyeglasses) based on TennCare Kids requirements.</p> <p>As medically necessary for those 21 years and older:</p> <ul style="list-style-type: none"> <li>• Medical eye care, meaning evaluation and management of abnormal conditions, diseases and disorders of the eye</li> <li>• 1 pair of cataract glasses or lenses following cataract surgery</li> </ul> <p>CoverKids children younger than 19 years old:</p> <ul style="list-style-type: none"> <li>• Annual vision exam, including refractive exam and glaucoma screening</li> <li>• Prescription eyeglass lenses: 1 pair per calendar year with \$85 maximum benefit per pair</li> <li>• Eyeglass frames: replacement frames limited to once every 2 calendar years with \$150 maximum benefit per pair</li> <li>• Prescription contact lenses in lieu of eyeglasses limited to 1 pair per calendar year with \$150 maximum benefit per pair</li> </ul> <p>CoverKids birth parents (age 19 and older) of eligible unborn children:</p> <ul style="list-style-type: none"> <li>• Medical eye care, meaning evaluation and management of abnormal conditions, diseases and disorders of the eye</li> <li>• 1 pair of cataract glasses or lenses following cataract surgery</li> </ul>
<p>Home health care</p>	<p>Medicaid eligible, age 21 and older: Covered as medically necessary and based on the definition of Home Health Care at Rule 1200-13-13-.01 (for TennCare Medicaid) and Rule 1200-13-14-.01 (for TennCare Standard). Prior authorization required for home health nurse and home health aide services, as described in Rule 1200-13-13-.04 (for TennCare Medicaid) and 1200-13-14-.04 (for TennCare Standard).</p> <p>Medicaid eligible, younger than age 21: Covered as medically necessary based on the definition of Home Health Care Rule 1200-13-13-.04 (for TennCare Medicaid) and 1200-13-14-.04 (for TennCare Standard). Prior authorization required for home health nurse and home health aide services, as described in Rule 1200-13-13-.04 (for TennCare Medicaid) and 1200-13-14-.04 (for TennCare Standard).</p> <p>Benefit limits for skilled nursing for CoverKids: 125 visits per year.</p>
<p>Pharmacy services</p>	<p>Optum Rx covers pharmacy services except in the following cases. We reimburse for injectable drugs obtained in an office/clinic setting and for care providers providing both home infusion services and the drugs and biologics. We require that all home infusion claims contain National Drug Code (NDC) coding and unit information to be paid.</p> <p>Services we reimburse are not included in any pharmacy benefit limits TennCare establishes for pharmacy services (see CRA Section 2.6.2.2).</p>

Service	Benefit limit
Durable medical equipment (DME)	<p>As medically necessary.</p> <p>Specified DME services are covered/noncovered based on TennCare rules and regulations.</p>
Medical supplies	<p>As medically necessary.</p> <p>Specified DME services are covered/noncovered based on TennCare rules and regulations.</p>
Emergency air and ground ambulance transportation	<p>As medically necessary.</p>
Nonemergency medical transportation (including nonemergency ambulance transportation)	<p>Covered nonemergency medical transportation (NEMT) services are necessary nonemergency transportation services provided to convey members to and from TennCare covered services (see definition in Exhibit A to Attachment XI of the CRA). NEMT services are provided based on federal law and TennCare’s rules and policies and procedures. TennCare covered services (see definition in Exhibit A to Attachment XI of the CRA) include services provided to a member by a non-contract or non-TennCare care provider if (a) the service is covered by Tennessee’s Medicaid State Plan or Section 1115 demonstration waiver, (b) the care provider could be a TennCare care provider for that service, and (c) the service is covered by a third-party resource (see definition in Section 1 of the CRA).</p> <p>If a member requires assistance, an escort (as defined in TennCare rules and regulations) may accompany the member; however, only 1 escort is allowed per member (see TennCare rules and regulations). Except for fixed route and commercial carrier transport, we do not make separate or additional payment to a NEMT care provider for an escort.</p> <p>Covered NEMT services include having an accompanying adult ride with a member if the member is younger than age 18. Except for fixed route and commercial carrier transport, we do not make separate or additional payment to a NEMT care provider for an adult accompanying a member younger than 18 years.</p> <p>We are not responsible for providing NEMT to HCBS provided through a 1915(c) waiver program for persons with intellectual disabilities and HCBS provided through the CHOICES program. However, as specified in Section 2.11.1.8, in the event we cannot meet the access standard for adult day services (see Attachment III of the CRA), we shall provide and pay for the cost of transportation for the member to the adult day services facility until we have sufficient care provider capacity.</p> <p>If the member is a child, transportation shall be provided based on TennCare Kids requirements (see CRA Section 2.76.4.6).</p> <p>Failure to comply with the provisions of this Section may result in liquidated damages.</p> <p>(Does not include CoverKids.)</p>
Renal dialysis services	<p>As medically necessary.</p>

Service	Benefit limit
Private duty nursing	<p>Medicaid eligible, age 21 and older: Covered as medically necessary based on the definition of Private Duty Nursing at Rule 1200-13-13-.01 (for TennCare Medicaid) and Rule 1200-13-14-.01 (for TennCare Standard), when prescribed by an attending physician for treatment and services rendered by a registered nurse or a licensed practical nurse who is not an immediate relative. Private duty nursing services are limited to services that support the use of ventilator equipment or other life sustaining technology when constant nursing supervision, visual assessment, and monitoring of both equipment and patient are required. Prior authorization required, as described Rule 1200-13-13-.04 (for TennCare Medicaid) and 1200-13-14-.04 (for TennCare Standard).</p> <p>Medicaid eligible, younger than age 21: Covered as medically necessary based on the definition of Private Duty Nursing at Rule 1200-13-13-.01 (for TennCare Medicaid) and 1200-13-14-.01 (for TennCare Standard) when prescribed by an attending physician for treatment and services rendered by a registered nurse or a licensed practical nurse, who is not an immediate relative. Prior authorization required as described in Rule 1200-13-13-.04 (for TennCare Medicaid) and 1200-13-14-04 (for TennCare Standard).</p> <p>(Does not include CoverKids).</p>
Speech therapy	<p>Medicaid eligible, age 21 and older: Covered as medically necessary by a licensed speech therapist to restore speech (as long as there is continued medical progress) after a loss or impairment. The loss or impairment must not be caused by a mental, psychoneurotic or personality disorder.</p> <p>Medicaid eligible, younger than age 21: Covered as medically necessary based on TennCare Kids requirements.</p> <p>CoverKids: Limited to 52 treatments.</p>
Occupational therapy	<p>Medicaid eligible, age 21 and older: Covered as medically necessary when provided by a licensed occupational therapist (OT) to restore, improve or stabilize impaired functions.</p> <p>Medicaid eligible, younger than age 21: Covered as medically necessary based on TennCare Kids requirements.</p> <p>CoverKids: Limited to 52 treatments.</p>
Physical therapy	<p>Medicaid eligible, age 21 and older: Covered as medically necessary when provided by a licensed physical therapist (PT) to restore, improve, or stabilize impaired functions.</p> <p>Medicaid eligible, younger than age 21: Covered as medically necessary based on TennCare Kids requirements.</p> <p>CoverKids: Limited to 52 treatments.</p>

Service	Benefit limit
<p>Chiropractic services (defined at 42 CFR § 440.60(b))</p>	<p>Medicaid eligible, age 21 and older: Covered as medically necessary.</p> <p>Medicaid eligible, younger than age 21: Covered as medically necessary based on TennCare Kids requirements.</p> <p>CoverKids: Chiropractic care is covered for children younger than age 19.</p> <p>CoverKids does not pay for any chiropractic care for pregnant persons 19 and older.</p>
<p>Organ and tissue transplant services and donor organ/tissue procurement services (defined as the transfer of an organ or tissue from individual to a TennCare enrollee)</p>	<p>Medicaid eligible, age 21 and older: All medically necessary and non-investigational/experimental organ and tissue transplants, as covered by Medicare, are covered. These include, but may not be limited to:</p> <ul style="list-style-type: none"> <li>• Bone marrow/stem cell</li> <li>• Cornea</li> <li>• Heart</li> <li>• Kidney</li> <li>• Liver</li> <li>• Pancreas</li> <li>• Small bowel/multi-visceral</li> </ul> <p>Medicaid eligible, younger than age 21: Covered as medically necessary based on TennCare Kids requirements. Experimental or investigational transplants are not covered.</p>
<p>Reconstructive breast surgery (defined in accordance with Tenn. Code Ann. § 56-7-2507)</p>	<p>Medicaid eligible, age 21 and older: Covered based on Tenn. Code Ann. § 56-7-2507, which requires coverage of all stages of reconstructive breast surgery on a diseased breast as a result of a mastectomy as well as any surgical procedure on the non-diseased breast deemed necessary to establish symmetry between the 2 breasts. The surgical procedure performed on a non-diseased breast to establish symmetry with the diseased breast will only be covered if the surgical procedure performed on a non-diseased breast occurs within 5 years of the date the reconstructive breast surgery was performed on a diseased breast.</p> <p>Medicaid eligible, younger than age 21: Covered based on Tenn. Code Ann. § 56-7-2507. This rule requires coverage of all stages of reconstructive breast surgery on a diseased breast as a result of a mastectomy as well as any surgical procedure on the non-diseased breast deemed necessary to establish symmetry between the 2 breasts. The surgical procedure performed on a non-diseased breast to establish symmetry with the diseased breast will only be covered if the surgical procedure performed on a non-diseased breast occurs within 5 years of the date the reconstructive breast surgery was performed on a diseased breast.</p>

### Additional physical health benefits

Service	Benefit limit
Mammography screening	We provide mammography screenings a minimum of: once for ages 35-40; every 2 years or more frequently on physician recommendation for ages 40-50; and annually for ages 50 and older. The facility where the mammogram was performed shall provide the patient notice as required by The Breast Cancer Prevention Act (TCA 63-6-2). Not applicable to CoverKids.
Phenylketonuria (PKU) treatment	We provide coverage for the treatment of PKU, including licensed professional medical services and special dietary formulas.
Diabetic services	We provide coverage for diabetic equipment, supplies, and outpatient self-management training and education, including medical nutrition counseling, when medically necessary. Not applicable to CoverKids.
Chlamydia screenings	TennCare Medicaid: We provide for 1 annual chlamydia screening test in conjunction with an annual Pap smear for members younger than 29 years old, if deemed medically necessary. Not covered for CoverKids.
Gender dysphoria treatment - prior authorization is required	<b>Online:</b> Use the Prior Authorization and Notification tool on the UnitedHealthcare Provider Portal. Go to <a href="https://UHCprovider.com">UHCprovider.com</a> and click on the UnitedHealthcare Provider Portal button in the top right corner. Select the Prior Authorization and Notification tile on your UnitedHealthcare Provider Portal dashboard. <b>Phone:</b> 1-866-604-3267

### Behavioral health benefits (CRA Section 2.6.1.4)

Service	Benefit limit
Psychiatric inpatient hospital services (including physician services)	As medically necessary.
24-hour psychiatric residential treatment	Medicaid eligible, age 21 and older: As medically necessary. Medicaid eligible, younger than age 21: Covered as medically necessary.
Behavioral health intensive community based treatment	As medically necessary.

Service	Benefit limit
Outpatient mental health services (including physician services)	As medically necessary.
Inpatient, residential and outpatient substance abuse benefits	<p>Medicaid eligible, age 21 and older: Covered as medically necessary.</p> <p>Medicaid eligible, younger than age 21: Covered as medically necessary.</p> <p>When medically appropriate, services in a licensed substance abuse residential treatment facility may be substituted for inpatient substance abuse services.</p> <p>CoverKids: Coverage as medically necessary for inpatient and outpatient substance abuse services.</p>
Birth through age 20 years	As medically necessary.
Psychiatric-rehabilitation services	As medically necessary.
Behavioral health crisis services	As necessary.
Lab and X-ray services	As medically necessary.
Nonemergency medical transportation (including nonemergency ambulance transportation)	<p>Covered NEMT services are necessary NEMT services provided to convey members to and from TennCare covered services. NEMT services is provided based on federal law and the Division of TennCare’s rules and policies and procedures. TennCare-covered services include services provided to a member by a non-contract or non-TennCare care provider if (a) the service is covered by Tennessee’s Medicaid State Plan or Section 1115 demonstration waiver; (b) the care provider could be a TennCare care provider for that service; and (c) the service is covered by a third party.</p> <p>If a member needs help, 1 escort (as defined in TennCare rules and regulations) may accompany the member. Except for fixed route and commercial carrier transport, we will not make separate or additional payment to a NEMT care provider for an escort. Covered NEMT services include having an accompanying adult ride with a member if they are younger than 18 years.</p> <p>UnitedHealthcare Community Plan does not provide NEMT to HCBS provided through a 1915(c) waiver program for persons with intellectual disabilities and HCBS provided through the CHOICES program. However, if we cannot meet the access standard for adult day services, we will provide and pay for the member’s transportation to the adult day services facility until our network can support the request. UnitedHealthcare Community Plan provides NEMT to dental services for ECF CHOICES members, including medical and dental services related to such dental services.</p> <p>Mileage reimbursement, car rental fees, or other reimbursement for use of a private car is not a covered NEMT service, unless otherwise allowed or required by TennCare as a pilot project or a cost-effective alternative service.</p> <p>If the member is a child, transportation is provided based on TennCare Kids requirements.</p>

### UnitedHealthcare Dual Complete (HMO D-SNP)

D-SNP is a Medicare Advantage plan for members who qualify for both Medicare and Medicaid. For general information about D-SNP, go to: [uhc.com/medicaid/dsnp](https://uhc.com/medicaid/dsnp).

For information about UnitedHealthcare Dual Complete, please see the Medicare Products chapter of the UnitedHealthcare Care Provider Administrative Guide for Commercial, Medicare Advantage (including Dual Complete Special Needs Plans) at [UHCprovider.com/guides](https://UHCprovider.com/guides). For Tennessee-specific information, go to [UHCprovider.com](https://UHCprovider.com) > Resources > **Health Plans** > Tennessee > Tennessee Medicare Advantage Health Plans > **Tennessee UnitedHealthcare Dual Complete® Special Needs Plans**.

## Assignment to primary care provider panel roster

Once a member is assigned a PCP, view the panel rosters electronically by signing into the UnitedHealthcare Provider Portal at [UHCprovider.com](https://UHCprovider.com).

Each month, we monitor PCP panel sizes via PCP-to-member ratio reports. When a PCP's panel nears the max limit, we remove it from auto-assignment.

1. Go to [UHCprovider.com](https://UHCprovider.com).
2. Select Sign In on the top right.
3. Log in.
4. Select Clinical and Pharmacy tab.
5. Select UnitedHealthcare Community Care.

The Community Care Roster has member contact information, clinical information to include HEDIS measures/Gaps in Care, is in an Excel format with customizable field export options, and can be pulled at the individual practitioner or TIN level.

You may also use **Report Center** for member contact information in a PDF at the individual practitioner level.

View the **Report Center Interactive User Guide** to see the basic steps you'll take to access letters and secure reports.

## Choosing a primary care provider

Each enrolled UnitedHealthcare Community Plan person either chooses or is assigned a PCP. The

assignment considers the distance to the PCP, the PCP's capacity and if the PCP is accepting new individuals. UnitedHealthcare Community Plan will assign them to the closest and appropriate PCP.

Depending on the person's age, medical condition and location, the choice of PCP may cover a variety of practice areas, such as:

- Family practice
- General practice
- Internal medicine
- Pediatrics
- Obstetrics

If the individual changes the initial PCP assignment, the effective date will be the day the individual requested the change. If a person asks UnitedHealthcare Community Plan to change the PCP at any other time, the change will be effective on the request date

## Deductibles/copayments

Deductibles and copayments are waived for covered services.

## Medically necessary service

UnitedHealthcare Community Plan only pays for medically necessary services. Medically necessary health care services or supplies are:

- Medically appropriate
- Necessary to meet individuals' basic health needs
- Cost-efficient and appropriate for the covered services

## Individual assignment

### Assignment to UnitedHealthcare Community Plan

The Division of TennCare assigns eligible individuals to UnitedHealthcare Community Plan daily. We manage the person's care on the date the person is enrolled until the person is disenrolled from UnitedHealthcare Community Plan. The Division of TennCare makes disenrollment decisions, not UnitedHealthcare Community Plan. Disenrollment usually takes effect at month's end but may occur mid-month.

At enrollment time, each individual receives a welcome packet that includes a copy of the UnitedHealthcare Community Plan member handbook. The handbook

explains the individual's health care rights and responsibilities through UnitedHealthcare Community Plan.



Download a copy of the member handbook online at [UHCCommunityPlan.com/tn](https://UHCCommunityPlan.com/tn) or by calling **Provider Services** at **1-800-690-1606**.

### Immediate enrollment changes

Immediate enrollment into managed care means the responsible payer for individuals, including newborns, may change from fee for service (FFS) to Medicaid Managed Care during hospitalization. To avoid delays in claims processing and payment, check the payer assignment of newborns daily. Get eligibility information by calling **Provider Services** at **1-800-690-1606**.

### Unborn enrollment changes

Encourage covered persons to notify TennCare when they know they are expecting. TennCare notifies us daily of an unborn child when TennCare learns a member we cover is expecting. We or you may use the online change report through the TennCare website to report the baby's birth. With that information, TennCare verifies the birth through the pregnant member. Our and/or your information is taken as a lead. To help speed up the process, the member should notify TennCare when the baby is born.

Newborns may get UnitedHealthcare Community Plan covered health services beginning on their date of birth. Check eligibility daily until the parent has enrolled the baby in a managed care plan.

### Primary care provider selection

Although unborn children cannot be enrolled with us until birth, have the covered person select and contact a PCP for their baby prior to delivery. This will help avoid the delays and confusion that can occur with deferred PCP selections.



Covered persons can go to [myuhc.com/communityplan](https://myuhc.com/communityplan) to look up a care provider.

### Individual eligibility

UnitedHealthcare Community Plan serves individuals enrolled with TennCare, Tennessee's Medicaid program. TennCare determines program eligibility. An individual who becomes eligible for the TennCare program either chooses or is assigned to one of the TennCare-contracted health plans.

Eligibility categories include:

- TennCare Medicaid
- TennCare Standard
- Presumptive Eligibility for Breast/Cervical Cancer Group
- Presumptive Eligibility for Maternity

### Individual ID card

Check the individual's ID card at each visit and copy both sides for your files. Verify the identity of the person presenting the ID card against some form of photo ID, such as a driver's license, if this is your office practice.



If a fraud, waste and abuse event arises from a care provider or an individual, go to [uhc.com/fraud](https://uhc.com/fraud). Or you may report member fraud or abuse, call 1-800-433-3982 or report at Office of Inspector General (OIG). To report care provider fraud or abuse, call 1-833-687-9611 or report at TennCare's Office of Program Integrity (OPI) or email [ProgramIntegrity.TennCare@tn.gov](mailto:ProgramIntegrity.TennCare@tn.gov). You can also report care provider fraud or patient abuse at 1-800-433-5454, TBI Medicaid Fraud Control Division (MFCD) or email to [TBI.MedicaidFraudTips@tbi.tn.gov](mailto:TBI.MedicaidFraudTips@tbi.tn.gov).

The PCP assignment on the front of the card. If a person does not bring their card, call **Provider Services** at **1-800-690-1606**. Also document the call in their chart.

### Primary care provider initiated transfers


A PCP may transfer a TennCare covered person under specific circumstances. The PCP must provide care for them until the transfer is complete. The following reasons are acceptable for transfer requests:

1. Safety of practice staff or other practice patients:  
A patient may be moved to another care provider if they have indicated violence or harm toward the staff or another patient at their primary care provider's office (via telephone, in person, portal messages, etc.)
  - a. Minimum documentation required:
    - i. Recent office visit note outlining the violence
    - ii. Certified letter
    - iii. Portal, text, or email message (if available) to inform patient
2. The patient has moved out of range of the provider:
  - a. Minimum documentation required:
    - i. Patient's address
    - ii. Letter, email, text or portal message to patient to inform them of term from their provider
3. Age: If a pediatric group, the patient has aged out, or is above the age limit agreed upon with the MCO and has never been seen at the practice. It is the expectation that if an established patient has aged out and the pediatrician agrees to move the patient to an adult PCP that an appropriate transition of care takes place between the pediatrician and adult PCP.
  - a. Minimum documentation required:
    - i. If non-established patient who has aged out
      1. Verification of age
    - ii. If established patient who has aged out
      1. Verification of age
      2. Certified letter, portal, text, or email message (if available) to inform patient

The PCP must provide care for them until a transfer is complete.

1. Send a letter saying you are requesting the member be removed from your panels. The letter must include specific documentation of the events that occurred. Include the following:
  - Copy of the letter you sent to the member notifying of termination
  - A detailed account of the reason for termination request
  - Charts/medical records supporting the decision
  - Name, date of birth, address, Medicaid number and telephone number of the patient
  - PCP name
  - Member nameMail to:  
**UnitedHealthcare Community Plan**  
10 Cadillac Dr., Ste 200  
Brentwood, TN 37027
2. We will review the request for removal, considering both the care provider and member rights. If the member's removal/transfer is approved, we will reach out to the member explaining why and provide help with choosing a new PCP. If the member's removal/transfer is not approved, the provider advocate will contact the PCP with an explanation. The PCP must continue to provide care to the members as necessary for up to 30 days unless some extenuating circumstances are present (e.g., danger to office staff, member is threatening, etc.).
3. UnitedHealthcare Community Plan prepares a summary within 10 business days of the request. We try to contact the individual and resolve the issue to develop a satisfactory relationship.
4. If the individual and UnitedHealthcare Community Plan cannot resolve the issue, we work with the individual to find another PCP. We refer them to care management, if necessary.
5. If UnitedHealthcare Community Plan cannot reach the covered person by phone, the health plan sends a letter (and a copy to the PCP) stating they have 5 business days to contact us to select a new PCP. If they do not choose a PCP, we will choose one for them. A new ID card will be sent to the person with the new PCP information.

## Sample individual ID card

	
Health Plan (80840)	911-95378-08
Member ID: 001800319	Group Number: TNTNCARE
Member: NEW M ENGLISH	Payer ID: 95378
PCP Name: DYERSBURG CLINIC	
Date of Birth: 09/07/1998	Effective Date: 01/01/2014
COPAY : Office/ER/Hosp \$5/\$8.20/\$5	
0501	TennCare Standard Benefit: A Administered by UnitedHealthcare Community Plan, Inc.

Printed: 05/06/25	
<p>You should always see your Primary Care Provider (PCP) before receiving medical treatment from any provider (except for emergencies). In a medical emergency, care may be obtained from the closest medical care provider. Notify both your Primary Care Provider and your local UnitedHealthcare office after receiving such care.</p>	
For Members:	www.myuhc.com/communityplan
NurseLine:	800-690-1606
Mental Health:	800-690-1606
For Providers:	UHCprovider.com
Medical Claims Address:	PO Box 5220, Kingston, NY, 12402-5220

See **Chapter 7** for a sample CoverKids ID card.

## Verifying enrollment

Verify eligibility before providing services. Determine eligibility in the following ways:

- EDI: Transaction 270 and response 271
- Access the UnitedHealthcare Provider Portal through [UHCprovider.com/eligibility](https://UHCprovider.com/eligibility)
- Provider Services is available Monday–Friday, 7 a.m.–5 p.m. CT
- [tn.gov/tenncare](https://tn.gov/tenncare) > Providers > [Verify Eligibility](#)

Effective dates are frequently revised as individuals reverify with TennCare.

# Chapter 4: Medical management

## Key contacts

Topic	Link	Phone number
Referrals	<a href="https://uhcprovider.com/referrals">UHCprovider.com/referrals</a>	1-800-690-1606
Prior authorization	<a href="https://uhcprovider.com/priorauth">UHCprovider.com/priorauth</a>	1-800-690-1606
Pharmacy	<a href="https://professionals.optumrx.com">professionals.optumrx.com</a>	Prior Approval/Clinical: 1-866-434-5524
Dental	<a href="https://renaissancebenefits.com/plans/dental-insurance/">https://renaissancebenefits.com/plans/dental-insurance/</a>	TennCare: 1-866-864-2526 CoverKids: 1-866-864-2526

Medical management improves the quality and outcome of health care delivery. We offer the following services as part of our medical management process.

## Ambulance services

### Air ambulance

Air ambulance is covered only when the services are medically necessary and transportation by ground ambulance is not available. It is also only covered when:

- Great distances or other obstacles keep individuals from reaching the destination
- Immediate admission is essential
- The pickup point is inaccessible by land



For authorization, go to [UHCprovider.com/priorauth](https://uhcprovider.com/priorauth) or call **Provider Services** at **1-800-690-1606**.

### Emergency ambulance transportation

An emergency is a serious, sudden medical or behavioral condition that may include severe pain. Without immediate attention, the affected person could suffer major:

- Injury to their overall health
- Impairment to bodily functions
- Dysfunction of a bodily organ or part

Emergency transports (in- and out-of-network) are covered. They do not require an authorization.

Bill ambulance transport as a nonemergency transport when it doesn't meet the definition of an emergency transport but Tennessee Carriers, Inc. has authorized it. Find more detail in the Nonemergent ambulance transportation section.

### Nonemergent ambulance transportation

(Does not apply to CoverKids.)

Individuals may get nonemergent transportation services through Tennessee Carriers, Inc. for covered services. Individuals may get ambulance transportation when:

- A care provider has completed a certificate of medical necessity and submitted it to TCI
- They are bed-confined before, during and after transport

Call Tennessee Carriers to request a copy of the Certificate of Medical Necessity form. With prior approval, hotel stays may also be made available to eligible individuals for trips that require an overnight stay.



For non-urgent appointments, individuals must call **1-866-405-0238** for transportation at least 3 days before their appointment.

One escort (of the person's choice) may accompany the person. Exceptions can be made if childcare keeps person from using health care services. Individuals may request car seats when scheduling the trip.

To ask about claims, email [billing@tenncarriers.com](mailto:billing@tenncarriers.com). You may also call 1-901-795-7055. View the UnitedHealthcare Community Plan NEMT Broker Provider Manual at [tenncarriers.com](https://tenncarriers.com).

### Cardiology

We use the prior authorization process to help support compliance with evidence-based and professional society guidance for cardiology procedures.

You must obtain prior authorization for the following cardiology procedures:

- Diagnostic catheterizations
- Electrophysiology implant procedures
- Echocardiograms
- Stress echocardiograms

Cardiology procedures do not require prior authorization if performed in the following places of service:

- Emergency Room
- Hospital observation unit
- Urgent care centers
- Inpatient settings

If you do not complete the entire prior authorization process before performing the procedure, we will reduce or deny the claim. Do not bill the member for claims we deny for this reason.

Request prior authorization online or by phone:

- **Online** - [UHCprovider.com/cardiology](https://UHCprovider.com/cardiology) > Sign In
- **Phone** - **1-866-889-8054**, Monday-Friday, 7 a.m. - 7 p.m. local time

Make sure the medical record is available.



For the most current list of CPT codes that require prior authorization, a prior authorization crosswalk and/or the evidence-based clinical guidelines, go to [UHCprovider.com/cardiology](https://UHCprovider.com/cardiology) > Sign In > Specific cardiology programs.

### Renaissance Dental services

A dental care provider manual is available for detailed coverage information at <https://renaissancebenefits.com/plans/dental-insurance/>. For information about exclusions, limitations and covered services, visit <https://renaissancebenefits.com/plans/dental-insurance/>.

### Durable medical equipment

DME is equipment that provides therapeutic benefits to a covered person because of certain medical conditions and/or illnesses. DME consists of items that are:

- Primarily used to serve a medical purpose
- Not useful to a person in the absence of illness, disability or injury
- Ordered or prescribed by a care provider
- Reusable
- Repeatedly used
- Appropriate for home use
- Determined to be medically necessary



See our Coverage Determination Guidelines at [UHCprovider.com](https://UHCprovider.com) > Resources > Health Plans, Policies, Protocols and Guides > For Community Plans > **Medical & Drug Policies and Coverage Determination Guidelines for Community Plan.**

### Emergency/urgent care services

Emergency services do not require prior authorization. They are available 24 hours per day, 7 days per week. This includes outside the usual service area.

While UnitedHealthcare Community Plan covers emergency services, we ask that you tell individuals about appropriate ER use. A PCP should treat non-emergencies such as sprains/strains, stomachaches, earaches, fevers, coughs, colds and sore throats.

Covered services include:

- Hospital emergency department (ED) room and ancillary care provider service by in- and out-of-network care providers
- Medical exam

- Stabilization services
- Access to designated Level I and Level II trauma centers or hospitals meeting the same levels of care for emergency services
- Emergency ground and air transportation
- Emergency dental services, limited to broken or dislocated jaw, severe teeth damage and cyst removal

We pay out-of-network care providers for emergency services at the current program rates at the time of service. We try to negotiate acceptable payment rates with out-of-network care providers for covered post-stabilization care services for which we must pay.

### Emergency room care

For an emergency, the individual should seek immediate care at the closest ER. If the individual needs help getting to the ER, they may call 911. No referral is needed. Individuals have been told to call their PCP as soon as possible after receiving emergency care. They pay no out-of-pocket cost for ER or emergency ambulance services.

Before they are treated, covered persons who visit an ER are screened for medical emergency. Prior authorization is not required for the medical screening. UnitedHealthcare Community Plan covers these services regardless of the emergency care provider's relationship with UnitedHealthcare Community Plan.

After the member has received emergency care, the hospital must seek approval within 1 hour for pre-approval for more care to make sure the member remains stable. If the hospital needs to appeal the decision or if does not receive a decision within 1 hour and/or they need to speak with a peer (medical director), call **1-800-955-7615**. The treating care provider may continue with care until the health plan's medical care provider is reached, or when one of these guidelines is met:

1. A plan care provider with privileges at the treating hospital takes over the individual's care.
2. A plan care provider takes over the individual's care by sending them to another place of service.
3. An UnitedHealthcare Community Plan representative and the treating care provider reach an agreement about the person's care.
4. The individual is released.

Depending on the need, the individual may be treated in the ER, in an inpatient hospital room or in another

setting. These are called post-stabilization services. Individuals do not pay for these services. This applies whether they receive emergency services in or outside their service area.

### Urgent care (nonemergent)

Urgent care services are covered.



For a list of urgent care centers, contact **Provider Services at 1-800-690-1606**.

## Emergency care resulting in admissions

Prior authorization is not required for emergency services.

Nurses in the Health Services Department review emergency admissions within 1 business day of notification.



Deliver emergency care without delay. Notify UnitedHealthcare Community Plan about admission within 24 hours, unless otherwise indicated. Use the Prior Authorization and Notification tool on the UnitedHealthcare Provider Portal at **UHCprovider.com/priorauth**, EDI 278N transaction at **UHCprovider.com/edi**, or call **Provider Services at 1-800-690-1606**.

UnitedHealthcare Community Plan makes UM determinations based on appropriateness of care and benefit coverage existence using evidence-based, nationally recognized or internally developed clinical criteria. UnitedHealthcare Community Plan does not reward you or reviewers for issuing coverage denials and does not financially incentivize UM staff to support service underutilization. Care determination criteria is available upon request by contacting Provider Services (UM Department, etc.).



The criteria are available in writing upon request or by calling **Provider Services** at **1-800-690-1606**.



For policies and protocols, go to **UHCprovider.com** > Resources > Health Plans, Policies, Protocols and Guides > **For Community Plans**.

If a covered person meets an acute inpatient level of stay, admission starts at the time you write the order.

## Facility admission notification requirements

Facilities are responsible for admission notification for the following inpatient admissions (even if an advanced notification was provided prior to the actual admission date):

- Planned/elective admissions for acute care
- Unplanned admissions for acute care
- Skilled nursing facility (SNF) admissions
- Admissions following outpatient surgery
- Admissions following observation

## Family planning

Family planning services are preventive health, medical, counseling and educational services that help individuals manage their fertility and achieve the best reproductive and general health. Covered persons may access these services without a referral. They may also seek family planning services at the care provider of their choice. The following services are included:

- Annual gynecological exam
- Annual pap smear
- Contraceptive supplies, devices and medications for specific treatment
- Contraceptive counseling
- Laboratory services, including 1 annual chlamydia screening test for women younger than 29 years, if deemed medically necessary

Blood tests to determine paternity are covered only when the claim indicates tests were necessary for legal support in court.

Noncovered items include:

- Reversal of voluntary sterilization
- Hysterectomies for sterilization
- In-vitro fertilization, including:
  - GIFT (gamete intrafallopian transfer)
  - ZIFT (zygote intrafallopian transfer)
  - Embryo transport
- Infertility services, if given to achieve pregnancy  
**Note:** Diagnosis of infertility is covered. Treatment is not.
  - Morning-after pill. Refer to the TennCare Pharmacy program at [optumrx.com](https://optumrx.com).

### Parenting/child birth education programs

Parenting education is not covered.

### Voluntary sterilization

In-network treatment is covered when the required consent form is completed. The covered person needs to give consent 30 days before surgery, be mentally competent and be at least 21 years old at the time of for:

- Tubal ligation
- Vasectomy

Out-of-network services require prior authorization.

View the TennCare regulations for more information on sterilization at [tn.gov/tenncare/providers/tenncareprovider-news-notices-forms/miscellaneous-providerforms.html](https://tn.gov/tenncare/providers/tenncareprovider-news-notices-forms/miscellaneous-providerforms.html).

### Emergency room services filed with observation

Emergency room (ER) services (RC 0450) and observation charges (RC 0762) are both part of the observation room charge. They are not reimbursed separately. File ancillary charges with the appropriate CPT or HCPCS code.

### Services filed with observation and outpatient surgery

ER services (RC 0450) and observation services filed with outpatient surgery services are considered all-inclusive in the outpatient surgery reimbursement.

They are not reimbursed separately. The observation services will reimburse separately after the first 6 hours. Ancillary services are considered all-inclusive in the OSF reimbursement.

### Care coordination/health education

Our care coordination program is led by our qualified, full-time care coordinators. You are encouraged to collaborate with us to ensure care coordination services are provided to covered persons. This program is a proactive approach to help them manage specific conditions and support them as they take responsibility for their health.

The program goals are to:

- Provide covered persons with information to manage their condition and live a healthy lifestyle
- Improve the quality of care, quality of life and health outcomes of covered persons
- Help individuals understand and actively participate in the management of their condition and adhere to treatment plans, including medications and self-monitoring
- Reduce unnecessary hospital admissions and ER visits
- Promote care coordination by collaborating with providers to improve covered persons' outcomes
- Prevent disease progression and illnesses related to poorly managed disease processes
- Support covered person empowerment and informed decision making
- Effectively manage their condition and comorbidities, including depression, cognitive deficits, physical limitations, health behaviors and psychosocial issues

Our program makes available population-based, condition-specific health education materials, websites, interactive mobile apps and newsletters that include recommended routine appointment frequency, necessary testing, monitoring and self-care. We send health education materials, based on evidence-based guidelines or standards of care, directly to covered persons that address topics that help them manage their condition. Our program provides personalized support to individuals in case management. The case manager collaborates with them to identify educational opportunities, provides the appropriate health education and monitors the covered person's progress toward management of the condition targeted by the care coordination program.

Programs are based on the findings from our Health Education, Cultural and Linguistic Group Needs Assessment (GNA) and will identify the health education, cultural and linguistic needs.

### Health Home program

Health Home provides community-based intensive care coordination and comprehensive care management to improve health outcomes and reduce service costs for some of the state's highest-need individuals. Health Home helps improve coordination of care and quality, and increase individual participation in their own care. The program reduces Medicaid inpatient hospital admissions, avoidable ER visits, inpatient psychiatric admissions and the need for nursing home admissions. We work with area hospitals in providing transitional care services to individuals enrolled in Health Home. Hospitals and care providers may refer individuals to us for potential Health Home enrollment. Health Home eligibility is determined by Medicaid. The program provides services beyond those typically offered by care providers, including but not limited to:

- Comprehensive care management
- Care coordination and health promotion
- Individual and family support
- Referral to community services



For more information about Health Home, call your contract manager.

### Hearing services

UnitedHealthcare Community Plan provides hearing aids, batteries, or cochlear implants. They are available when medically necessary to individuals age 20 and younger. These services require prior authorization.

### Hospice

Hospice services does not require prior authorization.

## Laboratory



For information on our network labs, go to [UHCprovider.com/findprovider](https://UHCprovider.com/findprovider) > **Preferred Lab Network**.

Use a network laboratory when referring individuals for lab services not covered in the office. Medically necessary laboratory services ordered by PCPs, other care providers or dentists in one of these laboratories do not require prior authorization except as noted on our prior authorization list.

When submitting claims, have a Clinical Laboratory Improvement Amendment number (CLIA #). Otherwise, claims will deny. CLIA standards are national and not Medicaid-exclusive. CLIA applies to all care providers rendering clinical laboratory and certain other diagnostic services.



See the **Billing and submission** chapter for more information.

## Maternity/pregnancy/well-child care

### Pregnancy notification risk screening

Notify UnitedHealthcare Community Plan immediately of a member's confirmed pregnancy to help ensure appropriate follow-up and coordination by the Healthy First Steps program.



Access the digital Notification of Pregnancy form at [UHCprovider.com](https://UHCprovider.com). Call Healthy First Steps at **1-800-599-5985**.

### Healthy first steps maternal care model

Healthy First Steps (HFS) strives to:

- Increase early identification of expectant pregnant member and facilitate case management enrollment
- Assess the member's risk level and provide member-

specific needs that support the care provider's plan of care

- Help members understand the importance of early and ongoing prenatal care and direct them to receiving it
- Provide multidisciplinary support for pregnant women to overcome social and psychological barriers to prenatal care
- Increase the member's understanding of pregnancy and newborn care
- Encourage pregnancy and lifestyle self-management and informed health care decision-making
- Encourage appropriate pregnancy, postpartum and infant care provider visits
- Foster a care provider-member collaboration before and after delivery as well as for nonemergent settings
- Encourage members to stop smoking with our Quit For Life<sup>®</sup> tobacco cessation program
- Help identify and build the parent's support system, including referrals to community resources and pregnancy support programs

Program staff act as a liaison between members, care providers and UnitedHealthcare Community Plan for care coordination.

### Pregnancy/maternity

Bill the initial pregnancy visit as a separate office visit. You may bill global days if the birth parent has been covered for 3 or more consecutive months or had 7 or more prenatal visits.

Medicaid does not consider ultrasounds medically necessary if they are done only to determine the fetal sex or provide parents with a photograph of the fetus. We allow the first 3 obstetrical ultrasounds per pregnancy. The fourth and subsequent obstetrical ultrasound procedures will only be allowed for identified high-risk individuals. High-risk claims must include the corresponding diagnosis code.

Pregnant covered persons should receive care from UnitedHealthcare Community Plan care providers only.

We must approve all out-of-plan maternity care. Call **Provider Services** at **1-800-690-1606** to get prior approval for continuity of care.

Notify UnitedHealthcare Community Plan immediately of a covered person's confirmed pregnancy to help ensure appropriate follow-up and coordination by the

Healthy First Steps program. Call Healthy First Steps at **1-800-599-5985**.

A covered person does not need a referral from their PCP for OB/GYN care. They may use perinatal home care services when medically necessary.

### Maternity admissions

All maternity admissions require notification. Days in excess of 48 hours for vaginal deliveries and 96 hours for Cesarean section require clinical information and medical necessity review.



Submit maternity admission notification by using the EDI 278N transaction at **UHCprovider.com/edi**, the online Prior Authorization and Notification tool at **UHCprovider.com/priorauth**, or by calling **Provider Services** at **1-800-690-1606**.

To notify UnitedHealthcare Community Plan of deliveries, call Provider Services. Provide the following information within 1 business day of the admission:

- Date of admission
- Individual's name and Medicaid ID number
- Obstetrician's name, phone number and care provider ID
- Facility name (provider ID)
- Vaginal or cesarean delivery

If available at time of notification, provide the following birth data:

- Date of delivery
- Sex
- Birth weight
- Gestational age
- Baby name

Nonroutine newborn care (e.g., unusual jaundice, prematurity, sepsis, respiratory distress) is covered but requires prior authorization. Infants remaining in the hospital after the parent's discharge require separate notification and will be subject to medical necessity review. The midwife (CNM) must be a licensed registered nurse recognized by the Board of Nurse Examiners as an advanced practice nurse (APN) in nurse-midwifery and certified by the American College of Nurse-Midwives.

A C.N.M. must identify a licensed care provider or group of care providers with whom they have arranged for referral and consultation if complications arise.

Furnish obstetrical maternity services on an outpatient basis. This can be done under a physician's supervision through a nurse practitioner. The services must be within the staff's scope of practice or licensure as defined by state law.

You do not have to be present when services are provided. However, you must assume professional responsibility for the medical services provided and help ensure approval of the care plan.

### Post maternity care

UnitedHealthcare Community Plan covers post-discharge care to the parent and the newborn. Post-discharge care consists of a minimum of 2 visits, at least 1 in the home, according to accepted maternal and neonatal physical assessments. These visits must be conducted by a registered professional nurse with experience in maternal and child health nursing or a care provider. The first post-discharge visit should occur within 24 to 48 hours after the covered discharge date. Prior authorization is required for home health care visits for post-partum follow-up. The attending care provider decides the location and post-discharge visit schedule.

### Newborn enrollment

The hospital notifies the county of all deliveries, including covered persons (provided the parent was admitted using their UnitedHealthcare Community Plan ID card).

The hospital provides enrollment support by providing required birth data during admission.

### Bright Futures assessment

Bright Futures is a national health promotion and prevention initiative, led by the American Academy of Pediatrics. It is supported by the U.S. DHHS, Health Resources and Services Administration (HRSA), Maternal and Child Health Bureau (MCHB).

The [Bright Futures Guidelines](#) provides guidance for all preventive care screenings and well-child visits. You may incorporate Bright Futures into health programs

such as home visits, child care and school-based health clinics. Materials developed for families are also available.

The primary goal of Bright Futures is to support primary care practices (medical homes) in providing well-child and adolescent care based on [Bright Futures: Guidelines for Health Supervision of Infants, Children, and Adolescents](#).

Settings for Bright Futures implementation include:

- Private practices
- Hospital-based or hospital-affiliated clinics
- Resident continuity clinics
- School-based health centers
- Public health clinics
- Community health centers
- Indian Health Service clinics
- Other primary care facilities

A complementary goal is to provide home visitors, public health nurses, early child care and education professionals (including Head Start), school nurses and nutritionists with an understanding of Bright Futures materials so that they can align their health promotion efforts with the recommendations in the [Bright Futures Guidelines](#). This objective will ensure that patients receive information and support that is consistent from family and youth perspectives.

### Home care and all prior authorization services

The discharge planner ordering home care should call **Provider Services** at **1-800-690-1606** to arrange for home care.

### Hysterectomies

Hysterectomies cannot be reimbursed if performed solely for sterilization. Individuals who get hysterectomies for medical reasons must be told, orally and in writing, they will no longer be able to have children.

All hysterectomy claims (surgeon, assistant surgeon, anesthesiologist, hospital) must be accompanied by the Federal Acknowledgment of Hysterectomy Information form, per TennCare requirement. The covered person should sign and date the form stating they were informed prior the surgery the procedure will result in permanent sterility.



The federal form is on [tn.gov/tenncare](https://tn.gov/tenncare) > Providers > TennCare Provider News, Notices & Forms > Miscellaneous Provider Forms.

A signature is not required from the covered individual in the following cases:

- Retroactive-eligible individual only: The member must be retroactive per the state enrollment
- The covered person is already sterile – medical records showing this are required
- The hysterectomy was performed under a life-threatening emergency, and the information about sterility could not be given before the hysterectomy

UnitedHealthcare Community Plan requires, along with your claim, a copy of the signed medical assistance hysterectomy statement. Mail the claim and documentation to claims administration identified on the back of the individual's ID card. Reimbursement is made upon completion of documentation requirements and UnitedHealthcare Community Plan review. The covered person may not be billed if consent forms are not submitted.

### Pregnancy termination services

Pregnancy termination services are not covered, except:

- To preserve the life of the parent
- Credible evidence exists to show the pregnancy is the result of rape or incest

In these cases, follow the TennCare consent procedures for abortion. Find the form and more details at [tn.gov/tenncare](https://tn.gov/tenncare) > Providers > TennCare Provider News, Notices & Forms > [Miscellaneous Provider Forms](#).

Allowable pregnancy termination services do not require a referral from the individual's PCP. Individuals must use the UnitedHealthcare Community Plan care provider network. Please provide any documentation (medical records, police reports, etc.) that substantiates the covered person's life is in danger or the abortion is the result of rape or incest. If supporting documentation is not submitted, the claim will not be paid.

### Sterilization

Reimbursement for sterilization procedures are based on the covered person's documented request. This policy helps ensure covered persons thinking about sterilization are fully aware of the details and alternatives. It also gives them time to consider their decision. In addition, the TennCare program must have documented evidence that all the sterilization requirements have been met before making a payment. The covered person must sign the Federal Sterilization Consent Form at least 30 days, but not more than 180 days, before the procedure. The individual must be at least 21 years old when they sign the form.

The covered person must not be mentally incompetent or live in a facility treating mental disorders. In the case of premature delivery or emergency abdominal surgery, the care provider may perform a sterilization procedure if the Sterilization Consent Form was signed at least 72 hours prior to the sterilization procedure. In the case of premature delivery, the recipient must sign the Sterilization Consent Form at least 30 days before the estimated due date.

Informed consent may not be obtained while members are in labor, seeking an abortion, or under the influence of alcohol or other substances that affect awareness.

### Sterilization consent form

Use the consent form for sterilization:

- Complete all applicable sections of the consent form before submitting it with the billing form. The TennCare program cannot pay for sterilization procedures until all applicable items on the consent form are completed, accurate and follow sterilization regulation requirements.
- The physician statement section should be completed after the procedure, along with their signature and the date. This may be the same date of the sterilization or a date afterward. If they sign the consent form before the sterilization is performed, the form is invalid.



You may also find the form on [tn.gov/tenncare](https://tn.gov/tenncare) > Providers > TennCare Provider News, Notices & Forms > Miscellaneous Provider Forms. You can also find information there about how to complete the form.

Have 3 copies of the consent form:

1. For the covered person.
2. To submit with the Request for Payment form.
3. For your records.

Effective July 1, 2023, UnitedHealthcare Community Plan of Tennessee requires medical records on all termination, sterilization and hysterectomy claims billed with certain CPT codes, in addition to the completed federal notification form on [tn.gov/tenncare/providers/tenncare-provider-news-notices-forms/miscellaneousproviderforms.html](https://tn.gov/tenncare/providers/tenncare-provider-news-notices-forms/miscellaneousproviderforms.html), if applicable.

The applicable medical record is the minimum requirement if your claim contains at least one of the following CPT codes:

- 55250
- 58600
- 58605
- 58661
- 58700
- 58720

## Neonatal intensive care unit case management

The neonatal intensive care unit (NICU) Case Management program manages inpatient and post-discharge NICU cases to improve outcomes and lower costs. Our dedicated team of NICU case managers, social workers and medical directors offer both clinical care and psychological services.

The NICU Case Management program helps ensure NICU babies get quality of care and efficiency in treatment. Newborns placed in the NICU are eligible upon birth. High-risk newborns placed in the NICU are eligible upon birth for NICU Case Management services.

The NICU Case Management team works closely with Neonatal Resource Services (NRS) team neonatologist and UM nurses, health plan registered nurses and social worker care managers to support and coordinate needed care for NICU infants and their families, as appropriate.

### Inhaled nitric oxide

Use the NRS guideline for inhaled nitric oxide (iNO) therapy at [UHCprovider.com/resources](https://www.uhcprovider.com/resources) > Health Plans, Policies, Protocols and Guides > For Community Plans > [Clinical Guidelines](#).

## Oncology

### Prior authorization

To help ensure our member benefit coverage is medically appropriate, we regularly evaluate our medical policies, clinical programs and health benefits based on the latest scientific evidence, published clinical guidelines and specialty society guidance.

For information about our oncology prior authorization program, including radiation and chemotherapy guidelines, requirements and resources, go to [UHCprovider.com/oncology](https://www.uhcprovider.com/oncology). Or call **1-888-397-8129** Monday–Friday, 7 a.m.–7 p.m. CT.

## Radiology

We use a Radiology Prior Authorization program to improve compliance with evidence-based and professional society guidance for radiology procedures.

You must obtain a prior authorization before ordering CT scans, MRIs, MRAs, PET scans, nuclear medicine and nuclear cardiology studies in an office or outpatient setting.

Advanced imaging procedures do not require prior authorization if performed in the following places of service:

- Emergency rooms
- Hospital observation units
- Urgent care centers
- Inpatient settings

If you do not complete the entire prior authorization process before performing the procedure, we will reduce or deny the claim. Do not bill the member for claims we deny for this reason.

To get or verify prior authorization:

- **Online** – [UHCprovider.com/radiology](https://www.uhcprovider.com/radiology) > Sign In
- **Phone** – **1-866-889-8054** Monday–Friday, 7 a.m. – 7 p.m. local time. Make sure the medical record is available.



For a current list of advanced outpatient imaging procedures that require prior authorization, a prior authorization crosswalk and/or the evidence-based clinical guidelines, go to [UHCprovider.com/radiology](https://www.uhcprovider.com/radiology) > Sign In > Specific Radiology Programs.

## Screening, brief interventions and referral to treatment services

Screening, brief interventions and referral to treatment (SBIRT) services are covered when:

- Provided by, or under the supervision of, a certified care provider or other certified licensed health care professional within the scope of their practice
- Determining risk factors related to alcohol and other drug use disorders, providing interventions to enhance patient motivation to change, and making appropriate referrals as needed
- SBIRT screening will occur during an Evaluation and Management (E/M) exam and is not billable with a separate code. You may provide a brief intervention on the same day as a full screen in addition to the E/M exam. You may also perform a brief intervention on subsequent days. Brief interventions are limited to 4 sessions per patient, per care provider per calendar year.

### What is included in screening, brief interventions and referral to treatment?

#### Screening

With just a few questions on a questionnaire or in an interview, you can identify covered persons who have alcohol or other drug/substance use problems and determine how severe those problems already are. Three of the most widely used screening tools are the Alcohol Use Disorders Identification Test (AUDIT), the Alcohol, Smoking, and Substance Involvement

Screening Test (ASSIST) and the Drug Abuse Screening Test (DAST-10).

### Brief intervention

If screening results indicate at-risk behavior, individuals receive brief interventions. The intervention educates them about their substance use, alerts them to possible consequences and motivates them to change their behavior.

### Referral to treatment

Refer covered persons whose screening indicates a severe problem or dependence to a licensed and certified behavioral health agency for assessment and treatment of a substance use disorder (SUD).

**This includes coordinating with the alcohol and drug program in the county where the individual resides for treatment.**

SBIRT services will be covered when all of the following are met:

- The billing care provider and servicing care provider are SBIRT-certified
- The billing care provider has an appropriate taxonomy to bill for SBIRT
- The diagnosis code is Z71.41
- The treatment or brief intervention does not exceed 4 encounters per client, per care provider, per year

The SBIRT assessment, intervention or treatment takes place in one of the following places of service:

- Office
- Urgent care facility
- Outpatient hospital
- ER - hospital
- FQHC
- Community mental health center
- Indian health service - freestanding facility
- Tribal 638 freestanding facility
- Homeless shelter



For more information about E/M services and outreach, see the DHHS Evaluation and Services online guide at [cms.gov](https://www.cms.gov).

### Medication-assisted treatment

Medication-assisted treatment (MAT) combines behavioral therapy and medications to treat opioid use

disorders (OUD). The FDA-approved medications for OUD include buprenorphine, methadone and naltrexone.

To prescribe buprenorphine, you must have a current registration with the United States Drug Enforcement Agency (DEA) and be authorized to prescribe buprenorphine in the state.

As a medical care provider, you may provide MAT services even if you don't offer counseling or behavioral health therapy in-house. However, you must refer your patients to a qualified care provider for those services. If you need help finding a behavioral health care provider, call the number on the back of the covered person's health plan ID card or search for a behavioral health professional on [liveandworkwell.com](https://www.liveandworkwell.com).

To find a medical MAT care provider in Tennessee:

1. Go to [UHCprovider.com/findprovider](https://UHCprovider.com/findprovider).
2. Select the care provider information.
3. Click on "Medical Directory".
4. Click on "Medicaid Plans".
5. Click on applicable state.
6. Select applicable plan.
7. Refine the search by selecting "Medication Assisted Treatment".



Substance Use Disorder Helpline  
**1-855-780-5955**

This anytime service helps:

- Identify local MAT and behavioral health treatment providers and provide targeted referrals for evidence-based care
- Educate individuals and their families about substance use
- Find individuals community support services

## Tuberculosis screening and treatment

Guidelines for tuberculosis (TB) screening and treatment should follow the recommendations of the American Thoracic Society (ATS) and the Centers for Disease Control and Prevention (CDC).

The PCP determines the risk for developing TB as part of the initial health assessment. Testing is offered to all individuals at increased risk unless they

have documentation of prior positive test results or currently have active TB under treatment. You will coordinate and collaborate with local health departments (LHDs) for TB screening, diagnosis, treatment, compliance and follow-up of covered persons. PCPs must comply with all applicable state laws and regulations relating to the reporting of confirmed and suspected TB cases to the LHD. The PCP must report known or suspected cases of TB to the LHD TB Control program within 1 day of identification.

### Waiver programs

#### Human immunodeficiency virus/ acquired immune deficiency syndrome waiver program

The HIV/AIDS in-home waiver services program is available to covered persons who would otherwise require long-term institutional services.

##### Identification

Individuals with symptomatic HIV or AIDS who require nursing home level of care services may be eligible for the waiver. The care coordinator or the PCP may identify those potentially eligible for the waiver program. They may also inform the individual of the waiver program services.

##### Referral

If the covered person agrees to participation, provide the waiver agency with supportive documentation, including history and physical, any relevant labs or other diagnostic study results, and current treatment plan.

##### Continuity of care

The HIV/AIDS waiver program will coordinate in-home HCBS in collaboration with the PCP and care coordinator. If the individual does not meet criteria for the waiver program, or declines participation, the health plan will continue care coordination as needed to support them.

#### Other federal waiver programs

Other waiver services, including the Nursing Facility Acute Hospital Waiver, may be appropriate for covered persons who may benefit from HCBS services. We

refer these individuals to the Long Term Care Division/ HCBS branch to determine eligibility and availability. If deemed eligible, the health plan will continue to cover all medically necessary covered services for the member unless/until they are disenrolled from the Medicaid program.

## Medical management guidelines

### Admission authorization and prior authorization guidelines

All prior authorizations must have the following:

- Patient name and ID number
- Ordering care provider name and TIN/NPI number
- Rendering care provider and TIN/NPI number
- ICD clinical modification (CM)
- Anticipated date(s) of service
- Type of service (primary and secondary) procedure code(s) and volume of service, when applicable
- Service setting
- Facility name and TIN/NPI number, when applicable



For behavioral health and SUD authorizations, please contact Optum Behavioral Health at **1-800-690-1606**.



If you have questions, go to Tennessee's prior authorization page at **[UHCprovider.com/tncommunityplan](https://UHCprovider.com/tncommunityplan)** > **Prior Authorization and Notification**.

The following table lists medical management notification requests and the amount of time required for a decision, approval or denial.

## Chapter 4: Medical management

The following table lists medical management notification requests and the amount of time required for a decision, approval or denial.

Type of request	Decision turn-around time	Practitioner notification of approval	Written practitioner/ individual notification of denial
Non-urgent preservice	Within 5 working days of receipt of medical record information required but no longer than 7 calendar days of receipt.	Within 24 hours of the decision.	Within 2 business days of the decision.
Urgent/expedited preservice	Within 3 days of request receipt.	Within 3 days of the request.	Within 3 days of the request.
Concurrent review	Within 24 hours or next business day following.	Notified within 24 hours of determination.	Notified within 24 hours of determination and individual notification within 2 business days.
Retrospective review	Within 30 calendar days of receiving all pertinent clinical information.	Within 24 hours of determination.	Within 24 hours of determination and individual notification within 2 business days.

### Concurrent review guidelines

UnitedHealthcare Community Plan requires you to chart progress notes for each day of an inpatient stay. This includes acute and sub-acute medical, long-term acute care, acute rehabilitation, SNFs, home health care and ambulatory facilities. We perform a record or phone review for each day's stay using InterQual, CMS or other nationally recognized guidelines to help clinicians make informed decisions in many health care settings. You must work with UnitedHealthcare Community Plan for all information, documents or discussion requests. This includes gathering clinical information on a covered person's status for concurrent review and discharge planning. When criteria are not met, the case is sent to a medical director.

UnitedHealthcare Community Plan denies payment for days that do not have a documented need for acute care services. Failure to document results in payment denial to the facility and you.

#### Concurrent review details

We use clinical information to make determinations for continued inpatient stay, including review for extending a previously approved admission. Concurrent review may be done by phone or on site.

Your cooperation is required with all UnitedHealthcare Community Plan requests for information, documents or discussions related to concurrent review and discharge planning. This includes:

- Primary and secondary diagnosis
- Clinical information
- Care plan
- Admission order
- Covered person's status
- Discharge planning needs
- Barriers to discharge
- Discharge date

When available, provide clinical information by access to electronic medical records (EMR).

Your cooperation is required with all UnitedHealthcare Community Plan requests from our interdisciplinary care coordination team and/or medical director to support requirements to engage our covered persons directly face-to-face or by phone. You must return/respond to inquiries from our interdisciplinary care coordination team and/or medical director. You must provide all requested and

complete clinical information and/or documents as required within 4 hours of receipt of our request if it is received before 1 p.m. local time, or make best efforts to provide requested information within the same business day if the request is received after 1 p.m. local time (but no later than 12 p.m. local time the next business day).

UnitedHealthcare Community Plan uses nationally recognized guidelines – including InterQual, MCG and/or CMS – to assist clinicians in making informed decisions in many health care settings.

This includes:

- Acute and sub-acute medical
- Long-term acute care
- Acute rehabilitation
- SNFs
- Home health care
- Ambulatory facilities

### Retrospective review process

A retrospective review occurs when you request authorization after a service has been delivered. For all retrospective reviews, we issue a determination within 30 calendar days of request receipt after receiving all pertinent clinical information. We deny retrospective review requests received 120 calendar days from the initial date of service based on timely filing rules.

### Determination of medical necessity

Medically necessary services or supplies are those necessary to:

- Prevent, diagnose, alleviate or cure a physical or mental illness or condition
- Maintain health
- Prevent the onset of an illness, condition or disability
- Prevent or treat a condition that endangers life, causes suffering or pain, or results in illness or infirmity
- Prevent the deterioration of a condition
- Promote daily activities; remember the covered person's functional capacity and capabilities appropriate for individuals of the same age

- Prevent or treat a condition that threatens to cause or worsen a disability, physical deformity or malfunction; there is no other equally effective, more conservative or substantially less costly treatment available to the individual

We don't consider experimental treatments medically necessary.

### Determination process

Benefit coverage for health services is determined by the individual's specific benefit plan document, such as a Certificate of Coverage, Schedule of Benefits, Summary Plan Description and applicable laws. You may freely communicate with individuals about their treatment, regardless of benefit coverage limitations.

### Evidence-based clinical guidelines

UnitedHealthcare Community Plan uses evidence-based clinical guidelines to guide our quality and health management programs. For more information on our guidelines, go to [UHCprovider.com](https://UHCprovider.com) policies > **Clinical Guidelines**.

### Medical and drug policies and coverage determination guidelines

Find medical policies and coverage determination guidelines at [UHCprovider.com/pharmacy](https://UHCprovider.com/pharmacy) > For Community Plans > **Medical and Drug Policies and Coverage Determination Guidelines for Community Plan**.

### Referral guidelines

You must coordinate covered person referrals for medically necessary services beyond the scope of your practice. Monitor the referred individual's progress and help ensure they are returned to your care as soon as appropriate.

We require prior authorization of all out-of-network referrals. The nurse reviews the request for medical necessity and/or service. If the case does not meet criteria, the nurse routes the case to the medical director for review and determination. Out-of-network referrals are approved for, but not limited to, the following:

- Continuity of care issues
  - Necessary services are not available within network
- UnitedHealthcare Community Plan monitors out-of-network referrals on an individual basis. Care provider or geographical location trends are reported to Network Management to assess root causes for action planning.

### Reimbursement

UnitedHealthcare Community Plan authorization helps ensure reimbursement for all covered services. You should:

- Determine if the covered person is eligible on the date of service by using the **UnitedHealthcare Provider Portal**, contacting Provider Services, or the Tennessee Medicaid Eligibility System
- Submit documentation needed to support the medical necessity of the requested procedure
- Be aware the services provided may be outside the scope of what UnitedHealthcare Community Plan has authorized
- Determine if the covered person has other insurance that should be billed first

UnitedHealthcare Community Plan will not reimburse:

- Services UnitedHealthcare Community Plan decides are not medically necessary
- Noncovered services. Additional information on exclusions may be found in TennCare rules at [tn.gov/tenncare/members-applicants/eligibility/tenncare-medicaid.html](https://tn.gov/tenncare/members-applicants/eligibility/tenncare-medicaid.html). Services provided to individuals not enrolled on the date(s) of service

### Second opinion benefit

If a covered person member asks for a second opinion about a treatment or procedure, UnitedHealthcare Community Plan will cover that cost. Scheduling the appointment for the second opinion should follow the access standards established by TennCare. These access standards are defined in **Chapter 2**. The care provider giving the second opinion must not be affiliated with the attending care provider.

Criteria:

- The individual's PCP refers them to an in-network care provider for a second opinion. Care providers will forward a copy of all relevant records to the second opinion care provider before the appointment. The care provider giving the second opinion will then forward their report to the individual's PCP and treating care provider, if different. The individual may help the PCP select the care provider.

- If an in-network care provider is not available, UnitedHealthcare Community Plan will arrange for a consultation with a nonparticipating care provider. The participating care provider should contact UnitedHealthcare Community Plan at **1-800-690-1606**.
- Once the second opinion has been given, the covered person and the PCP discuss information from both evaluations
- If follow-up care is recommended, the individual meets with the PCP before receiving treatment

## Services not covered by UnitedHealthcare Community Plan

The following services are not included in the UnitedHealthcare Community Plan program:

- Any health care not given by a doctor from our list (except emergency treatment)
- Any care covered by TennCare but not through UnitedHealthcare Community Plan
- Mental health and substance abuse care. This service is covered by Optum Behavioral Health.
- Phones and TVs used when in the hospital
- Personal comfort items used in the hospital, such as a barber
- Contact lenses, unless used to treat eye disease
- Sunglasses and photo-gray lenses
- Ambulances, unless medically necessary
- Infertility services

View TennCare's benefit exclusions in the Exclusions section of the TennCare rules on [tn.gov/tenncare/members-applicants/eligibility/tenncare-medicaid.html](https://tn.gov/tenncare/members-applicants/eligibility/tenncare-medicaid.html). The services, products and supplies listed in the exclusion rules apply to all covered persons unless the rules require a medical necessity review for persons younger than 21 years.

## Services requiring prior authorization



For a list of services that require prior authorization, go to [UHCprovider.com/tncommunityplan](https://UHCprovider.com/tncommunityplan) > **Prior Authorization and Notification**.

## Seek prior authorization within the following time frames

- **Emergency or urgent facility admission** – 1 business day
- **Inpatient admissions; after ambulatory surgery** – 1 business day
- **Nonemergency admissions and/or outpatient services (except maternity)** – at least 14 business days beforehand; if the admission is scheduled fewer than 5 business days in advance, use the scheduled admission time

## Utilization management guidelines



Call **1-866-815-5334** to discuss the guidelines and utilization management.

UM is based on a covered person's medical condition and is not influenced by monetary incentives. UnitedHealthcare Community Plan pays its in-network PCPs and specialists on an FFS basis. We also pay in-network hospitals and other types of care providers in the UnitedHealthcare Community Plan network on an FFS basis. The plan's UM staff works with care providers to help ensure covered persons receive the most appropriate care in the place best suited for the needed services. Our staff encourages appropriate use and discourages underuse. The UM staff does not receive incentives for UM decisions.

## Utilization management appeals

UM appeals are considered medically necessary appeals. They contest the UnitedHealthcare Community Plan UM decision. This includes such things as admission, extension of stay, level of care or other health care services determination. They do not include benefit appeals, which are appeals for noncovered services. Any member, their designee, or care provider who is dissatisfied with a UnitedHealthcare Community Plan UM decisions may file a UM appeal.

# Cell gene therapy drugs for sickle cell disease - Casgevy and Lyfgenia

## Specialty pharmacy billing of Casgevy or Lyfgenia

- Claim Type: CMS-1500
- Prior authorization is required for these drugs. See [UnitedHealthcare Community Plan Prior Authorization Requirements Tennessee - Effective Aug. 1, 2025](#), for a listing of drugs that require prior authorization and instructions on how to submit the authorization requests.
- CASGEVY Suspension: J3392 for NDC 51167-0290-09 (code effective 01/01/2025)
- LYFGENIA Suspension: J3394 for NDC 73554-1111-01 (code effective 07/01/2024)
- Place of Service: 21 Inpatient
- Required Modifier: UC - Drug or biological acquired without the 340B drug pricing program discount
- An invoice is required to determine the Actual Acquisition Cost (AAC). The invoice should include all rebates and discounts.

## Facility billing of Casgevy or Lyfgenia

- Claim Type: CMS-1450
- Prior authorization is required for the inpatient stay. Please see [prior authorization and notification](#) for help to request the prior authorization.
- Revenue Code: 0636
- CASGEVY Suspension: J3392 for NDC 51167-0290-09 (code effective 01/01/2025)
- LYFGENIA Suspension: J3394 for NDC 73554-1111-01 (code effective 07/01/2024)
- Required Modifier: UC - Drug or biological acquired without the 340B drug pricing program discount.
- An invoice is required to determine the Actual Acquisition Cost. The invoice should include all rebates and discounts.
- If the drug is being supplied through the specialty pharmacy the facility must bill the drug on the facility claim with the appropriate revenue, procedure, and NDC codes with a zero charged amount to trigger the correct facility payment.

## Billing instructions for Casgevy or Lyfgenia

### Reimbursement requirements:

- Care providers will be reimbursed no less than Actual Acquisition Cost (AAC)
- Direct reimbursement pathway applies to these therapies, per 42 C.F.R. § 447.502
- Payment may be:
  - Drug-only, or
  - Drug + service; provided the drug is separately identified on the claim and the portion attributable to the drug equals AAC.

### Claims submission requirements:

All claims for Casgevy and Lyfgenia must include the following data elements:

- Procedure code and modifiers
- National Drug Code (NDC)
- Paid units
- Date of service and paid date
- MCO ID, care provider ID, patient ID
- Amount paid
- Claim ICN/TCN
- Claim line number
- Itemized bill and manufacturer invoice documenting AAC

### 340B Prohibition:

- Care providers may not bill these drugs as 340B-acquired
- Claims must not include UD, JG, or TB modifiers (institutional/professional) or Submission Clarification Code (SCC 20) (pharmacy)
- Claims submitted with 340B indicators will be denied

### Manual pricing and high-dollar review:

- All claims for Casgevy and Lyfgenia will be flagged as high-dollar and routed for manual pricing by the high dollar claims team
- Payment will be based on the Single Case Agreement (SCA) negotiated with the care provider, supported by invoice documentation

### Overpayment prevention:

- Claims are limited to reimbursement at AAC plus allowable service costs identified in the SCA
- Claims exceeding this will be adjusted or denied

### Reminder to care providers

To ensure timely payment, submit claims with:

- All required data elements
- An itemized invoice reflecting acquisition cost
- No 340B identifiers

# Chapter 5: Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)/prevention

## Key contacts

Topic	Links	Phone number
EPSDT	<a href="https://tn.gov/tenncare/tenncare-kids.html">tn.gov/tenncare/tenncare-kids.html</a>	1-800-342-3145
Vaccines for Children	<a href="https://tn.gov/health/cedep/immunization-program/ip/vfc.html">tn.gov/health/cedep/immunization-program/ip/vfc.html</a>	1-800-219-3224

The **Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)** benefit provides comprehensive and preventive health care services for children younger than age 21 who are enrolled in Medicaid. EPSDT does not apply to CoverKids. We do not require prior authorization for periodic and interperiodic screens PCPs conduct.

Follow the EPSDT schedule for all eligible covered persons up to age 21, including pregnant women. EPSDT screening includes a comprehensive health history, complete unclothed/suitably draped physical exam, lab tests, vision screening, hearing screening, immunizations, anticipatory guidance and a developmental/behavioral screening.

For complete details about diagnoses codes go to [tnaap.org/programs](https://tnaap.org/programs) > [EPSDT & Coding](#).

For more information about screening requirements, go to [aap.org](https://aap.org) > Professional Resources > Engaging Patients and Families > [Periodicity Schedule](#), and [cdc.gov](https://cdc.gov) > Healthy Living > [Vaccines and Immunizations](#).

To find the Well Child/Age Specific Encounter forms, go to [tnaap.org](https://tnaap.org).

Find details on how to fill out the Well-Child/Age-Specific Encounter form at: [tnapp.org](https://tnapp.org) > Programs > EPSDT & Coding > EPSDT & Well Child Visits > [EPSDT Manual](#).

## Department of intellectual and developmental disabilities

Developmental disabilities are severe and chronic disabilities due to a mental or physical impairment that begins before the covered person reaches adulthood. These disabilities include intellectual disability, cerebral palsy, epilepsy, autism and disabling conditions related to intellectual disability or requiring similar treatment. The Department of Developmental Services (DDS) is responsible for a system of diagnosis, counseling, case management and community support of persons with intellectual disability, cerebral palsy, epilepsy and autism for children older than 36 months to adulthood.

### Referral

If you determine supportive services would benefit the covered person, refer them to DDS for approval and assignment of a regional center (RC) case manager who is responsible for scheduling an intake assessment. Determination of eligibility is the responsibility of the RC interdisciplinary team. While the RC does not provide overall case management for their clients, they must assure access to health, developmental, social and educational services from birth throughout the lifespan of individual who has a developmental disability.

### Continuity of Care

The RC will determine the most appropriate setting for eligible HCBS and will coordinate these services for the covered person in collaboration with the PCP and health plan coordinator. The care coordinator and PCP continue to provide and manage primary care and medically necessary services. If the individual does not meet criteria for the program or placement is not currently available, UnitedHealthcare will continue care coordination as needed to support the covered

person's screening, preventive, medically necessary and therapeutic covered services.

### Full screening

Perform a full screen. Include:

- Interval history
- Unclothed physical examination
- Anticipatory guidance
- Lab/immunizations (Lab and administration of immunizations is reimbursed separately.)
- Lead assessment
- Personal-social and language skills
- Fine motor/gross motor skills
- Hearing
- Vision
- Dental

Without all these components, you cannot bill for a full screen. You may only bill for a partial screen. If the screening reveals the need for other health care services, and you cannot make an appropriate referral for those services, please contact the health plan.

### Head start

Head Start and Early Head Start are federally funded programs that promote school readiness for children ages 0-5 from eligible families. They offer educational, health, social and other supports and services. These programs support partnerships with various entities, including Tennessee's pre-K program.

Head Start classrooms are operated by government, private, faith-based and community-based organizations directly or through child care partnerships or other collaborative arrangements. For more information, go to [tn.gov](http://tn.gov) > Education > Early Learning > Head Start.

### Interperiodic screens

Interperiodic screens are medically necessary screens outside the standard schedule that do not require the full screen. Office visits and full or partial screenings happening on the same day by the same care provider are not covered unless medical necessity is noted in the individual's record.

Interperiodic screens are often used for school and athletic physicals. A physical exam may be needed for a certificate stating a child is physically able to take

part in school athletics. This also applies for other school physicals when required as conditions for educational purposes.

### Lead screening/treatment

Call Provider Services if you find a child has a lead blood level over 5 ug/dL. Children with elevated blood lead levels will be offered enrollment in a care coordination program.

### School-based services

For medically necessary services provided in a school setting, TennCare requires an Individual Education Plan (IEP). The IEP must state the service provided and note a parental consent form was obtained. Each school must prepare and maintain updated IEPs for each eligible student. It must then provide any IEP to UnitedHealthcare Community Plan upon request. Document all referrals in the individual's chart.

We do regular post payment audits on school-based services we reimburse, such as Individualized Education Plans (IEP). When we request a copy of the IEP, please include a copy of the parental consent and physician's order.

Effective July 1, 2022, for the purposes of providing services in a school setting pursuant to a student's IEP local education agencies (LEAs) must obtain a referral or order from the student's licensed physical therapist (PT), occupational therapist (OT), speech language pathologist (SLP), or audiologist who has appropriately evaluated and assessed the student for IEP services, or when billing a TennCare Managed Care Organization (MCO) for physical therapy, occupational therapy, speech therapy, and audiology services in the IEP. The OT, PT, SLP or audiologist's order may be demonstrated by their signature on the IEP.

We conduct regular post-payment sample audits of IEPs and all other documentation to support the medical necessity of the school-based services we reimburse.

When we request a copy of an IEP, you must also include a copy of the appropriate parental consent.

The school may coordinate with UnitedHealthcare Community Plan to arrange for services. The services may be provided during school or outside of a school setting through the IEP process.

We cover medically necessary covered services in the school or out of school when the service is documented

in the current IEP, performed by the appropriate practitioner and parental consent has been obtained. TennCare has updated the authorization forms for school-based services, on [tn.gov](https://www.tn.gov).

If a school does not follow these requirements, they may be subject to recoupments and other penalties. UnitedHealthcare Community Plan may choose to require schools to submit IEPs before reimbursing for covered medically necessary services.

If you need help arranging transportation, referrals, or have other questions about IEPs or other children's services, call Case Management at **1-800-690-1606**. Document all referrals in the child's chart.

## TennCare school nursing guidelines

### Providing and billing covered medicaid services provided by the school nurse

The Individualized Education Program (IEP) is the document developed by the school for a school child who is eligible for special education. This document is created by a multidisciplinary team that includes, but is not limited to, the parent, the child's PCP, special education professionals, the child's teacher(s) and other school system team members. This planning is done at least annually but more frequently if needed.

The IEP documents the plan to meet the child's educational needs and supports. This includes an evaluation of the child's present educational performance, educational goals, supports and strategies. In addition to the educational components, the plan may include any medical or behavioral supports needed. Once the plan is completed and parental permission is obtained, the plan is put into action. Medically necessary services (medical or behavioral) may be covered services and eligible for reimbursement by the child's TennCare Medicaid plan.

The following describes the guidelines for obtaining TennCare Medicaid reimbursement for medically necessary covered school nursing services as required by the IEP and as allowable by TennCare through the Individual Health Plan (IHP):

**1.** The billable services in the following table are performed by the school nurse and shall be ordered by the PCP or the child's treating provider. In addition to the supervision required for the

performing school nurse, as described in section 4a (ii), the school nursing program shall have a physician to clinically supervise the physician assistant (PA) or nurse practitioner (NP) in accordance with the Tennessee Board of Nursing Rules and Regulations and T.C.A., Title 63.

- 2.** The school nurse will meet the clinical and licensing requirements, as required by the Tennessee Department of Health, as well as the training required to perform these services in the school setting.
- 3.** The school will maintain policies and procedures for the provision and documentation of the services listed in the following table.
- 4.** The following are the guidelines for billing:
  - Use 99211 with POS 03 as the daily billable CPT code, to include a global fee.
    - i.** School nursing services eligible for reimbursement, as denoted by (Y) in the following table, are restricted to medically necessary covered services included in the IEP or IHP, as applicable.
    - ii.** Medically necessary covered services in the IEP or IHP that are ordered by the PCP or treating care provider may be reimbursed. The IEP or IHP alone does not satisfy requirements for Medicaid reimbursement. Services are performed by the school nurse, under the clinical supervision of an in-network physician, PA or NP licensed through the Tennessee Department of Health. Clinical supervision does not require the continuous and constant presence of the clinical supervisor; however, the clinical supervisor must always be available for consultation or shall arrange for a substitute care provider to be available. Services are performed pursuant to the student's PCP's or child's the treating provider's order.
    - iii.** The supervising physician, PA or NP shall serve as the rendering care provider on the claim, as the school nurse is not credentialed and cannot contract with us as a network provider.
    - iv.** Administrative services are not billable services.
  - The billable items in the following table include the code to be used for the services
  - We will contract with any school district(s) that seek(s) to contract with us, based on our standard reimbursement rates, to receive reimbursement for medically necessary covered services in the IEP or IHP that are ordered by the PCP or treating care provider and provided in a school setting

We will monitor claims and will retrospectively audit claims for appropriate claims billing and the presence of a valid care provider order to ensure school-based providers are submitting claims appropriately.

- We will document these guidelines in our care provider manual

**Timely filing for individualized education program and integrated health partners services**

**IEP and IHP** - School districts must submit claims with place of service code 3 and any required documentation within 365 days of the date of service. Any claims submitted outside of the 365-day timeframe will be denied for timely filing. Corrected claims must be submitted within 60 days from the date of denial or 365 days from the date of service, whichever is later.

Service	If Billable, use corresponding CPT Code: 99211, POS 03 Note: This code is a global encounter code, billable once per day and includes ALL services received Billable (Y) / Nonbillable (N)
Assessment and Treatment treatment of acute and chronic illnesses	Y
Blood glucose monitoring and testing	Y
Vital sign monitoring	N
Tracheostomy care and suctioning	Y
Colostomy care	Y
Catheterization	Y
Administration of oral medication – per tube	Y
O2 saturation monitoring (pulmonary and/or cardiac disease)	Y
G-Tube feeding	Y
Wound care	Y
Nebulizer treatment	Y
Postural drainage	N
Medication administration for medically fragile students as identified in IEP or IHP	Y
Development / Implementation of Individual Health Plan (IHP)	N
Evaluation of Nursing service in the Individualized Education Program (IEP)	N

## Vaccines for Children

The Vaccines for Children (VFC) program provides immunizations. Immunizations offered in the state VFC program must be ordered by your office. We do not reimburse for the vaccine ordered by the VFC program, but we reimburse for administering the vaccine.

Vaccine administration fees are reimbursable when submitted with an appropriate CPT and modifier code. We cannot reimburse for private stock vaccines when they are available through VFC.

VFC providers are required to record administered vaccinations in the Tennessee Immunization Information System ([TennIIS](#)).

You must record every vaccine administered to all individuals younger than 19 years, regardless of VFC status, within 2 weeks of the administration date.

Any child through 18 years of age who meets at least one of the following criteria is eligible for the VFC program:

- Eligible for Medicaid
- American Indian or Alaska Native, as defined by the Indian Health Services Act
- Uninsured
- Underinsured (These children have health insurance, but the benefit plan does not cover immunizations)
  - A child who has health insurance, but the coverage does not include vaccines
  - A child whose insurance does not cover all Advisory Committee on Immunization Practices (ACIP)-recommended vaccines. The child may receive from VFC only those vaccines not covered by the insurance, or
  - A child whose insurance caps its payment for vaccine coverage. The child may receive the VFC vaccine after the insurance cap has been reached. If the cap is expected to be reached as a result of the cost of all the services provided at the visit, the VFC vaccine may be used.

Children in this category may not only receive vaccinations from a FQHC or RHC.

For more information about TennCare Kids, go to the following websites:

- [UHCprovider.com/tncommunityplan](#) > **Provider Forms, Resources and References** > TennCare Kids Resources

- TennCare Kids: [tn.gov/tenncare/section/tenncarekids](https://tn.gov/tenncare/section/tenncarekids)
- Tennessee Chapter of the American Academy of Pediatrics: [tnaap.org](https://tnaap.org)

VFC does not apply to CoverKids.

## Referral care provider listing

We provide all PCPs participating in EPSDT with a current listing of TennCare participating referral care providers, including behavioral health providers.



Go to **UHCprovider.com** > Member Information: Current Medical Plans, ID Cards, Provider Directories, Dental & Vision Plans > Referral Provider Listings by Region

You also have the right to request a hard copy at least 30 calendar days prior to your start date of participation by contacting Customer Service at **1-800-690-1606**. Thereafter, we provide quarterly notification to PCPs regarding how to access and request a hard copy of an updated version of the listing.

# Chapter 6: Long-Term Services and Supports

The TennCare Long-Term Services and Supports (LTSS) programs are Medicaid programs designed to deliver medical and/or personal care and supportive services needed by individuals who have lost some capacity to perform activities of daily living, such as bathing, dressing, eating, transfers, and toileting, and/or activities that are essential to daily living, such as housework, preparing meals, taking medications, shopping, and managing money.

With CHOICES/ECF CHOICES persons receive all their care - physical health, behavioral health, and long-term services and supports - in a coordinated way.

CHOICES offers support staff referred to as Care Coordinators. ECF CHOICES offers support staff referred to as Support Coordinators. We will refer to them collectively as coordinators in this chapter.

A coordinator helps them schedule appointments and learn about their options. That way, they can make informed decisions about their health care and custodial needs.

Tennessee's CHOICES program provides older adults (age 65 and older) & adults with physical disabilities (age 21 and older) who are eligible for needed long-term services and supports in the home/community setting or in a nursing facility.

Employment and Community First (ECF) CHOICES is for people of all ages who have an intellectual or developmental disability (I/DD). This includes people who have significant disabilities.

## Eligibility and enrollment

### Recipients new to TennCare and Long-term Services and Supports

Two entities serve as the Single Point of Entry (SPOE) for applicants new to TennCare and LTSS.

- CHOICES: Tennessee Area Agencies on Aging and Disability (AAAD)
- ECF CHOICES: Department of Disability and Aging (DDA)

The intake staff at the AAAD and DDA can assist applicants new to TennCare and LTSS in applying for CHOICES and ECF CHOICES.

If the individual does not qualify for LTSS, the person may appeal based on TennCare Rule 1200-13-13-.11.

Refer an individual for the CHOICES Program by calling the AAAD in the area. AAAD offices are listed on [tn.gov](http://tn.gov) > Residents > Children and Families > TennCare > Long-Term Services & Supports > [CHOICES](#). Refer an individual for the ECF CHOICES Program by completing the [Employment and Community First CHOICES Referral Form](#) on TennCare's website.

If the person is already covered by TennCare and assigned an MCO, contact the assigned MCO to request assessment for LTSS. Individuals enrolled in ECF CHOICES can also contact DDA for assistance.

### Individuals new to Long-Term Services and Supports

Refer individuals already covered by TennCare and enrolled with UHC for LTSS screening by calling customer service at **1-800-690-1606**. Request either a CHOICES or ECF CHOICES Screening and the customer service agent will direct your call to a care management assistant (CMA) to complete the screening.

If the person is not eligible for LTSS, the CMA tells the individual about their right to appeal based on TennCare Rule 1200-13-13-.11.

If the person passes the screening, the CMA makes a referral to a coordinator. This coordinator completes a comprehensive assessment, person-centered support plan (PCSP) and risk assessment. The coordinator submits the request to the Division of TennCare for enrollment into LTSS.

### CHOICES groups

**To become a CHOICES participant, an applicant must meet the following criteria:**

- Medical (Level of Care) Eligibility- This means you need help with daily living activities
- Financial Eligibility- This means you are receiving SSI (Supplemental Security Income) payments or qualify for Medicaid Long-Term Services and Supports

### To qualify for and remain in CHOICES Groups 1 and 2, you must:

- Need the level of care provided in a nursing home; AND
- Qualify for Medicaid long-term services and supports

### To qualify for and remain in CHOICES Group 3, you must:

- Be “at risk” of needing the level of care provided in a nursing home unless you receive home care; AND
- Be receiving SSI (Supplemental Security Income) payments or qualify for Medicaid Long-Term Services and Supports.

### To qualify for Medicaid long-term services and supports:

1. Your income can't be more than the TennCare determined monthly limit as shown on their website. (three times the SSI Federal Benefit limit; changes annually) If it is, you may be able to set up a Qualifying Income Trust;
2. The total value of things you own can't be more than the TennCare determined monthly limit as shown on their website. (The home where you live doesn't count); AND
3. You can't have given away or sold anything for less than what it's worth in the last 5 years.

Find more information at [tn.gov](http://tn.gov) > Long-Term Services and Supports > CHOICES > [To Qualify for CHOICES](#).

## ECF CHOICES groups

**Provide proof** that they have an intellectual disability or other developmental disability.

- An intellectual disability must start before the age of 18
- A developmental disability must start before the age of 22

### Qualify financially to get TennCare.

This means:

- The person's income can't be more than the following amount:
- The TennCare determined monthly limit as shown on their website per month if the person is approved with nursing facility level of care;
- The TennCare determined monthly limit as shown on their website per month if the person is not approved with nursing facility level of care, but is

approved with at risk level of care; or

- The TennCare determined monthly limit as shown on their website per month if the person is working and has less than the TennCare determined monthly limit as shown on their website in unearned income.
- These amounts are subject to change each calendar year. If the person's income is over the limit, they may be able to set up a Qualifying Income Trust. For children under age 18, the parent's income and resources count too, unless the child is age 17 or older and qualifies for nursing home level of care, or the child is enrolling in or transitioning from Intensive Behavioral Family Supports (sometimes called “Group 7”).
- The total value of things you own can't be more than the TennCare determined monthly limit as shown on their website. (The home where you live doesn't count);

### – Group 4 (Essential Family Supports)

Children under age twenty one (21) with I/DD living at home with family who meet the NF LOC and need and are receiving HCBS as an alternative to NF Care, or who, in the absence of HCBS, are “At risk of NF placement;” and adults age 21 and older with I/DD living at home with family caregivers who meet the NF LOC and need and are receiving HCBS as an alternative to NF care, or who, in the absence of HCBS, are “At risk of NF placement;” and elect to be in this group. To qualify in this group, an individual must be SSI eligible or qualify in the ECF CHOICES 217-Like, Interim ECF CHOICES At-Risk Demonstration Group, or upon implementation of Phase 2, the ECF CHOICES At-Risk or ECF CHOICES Working Disabled Demonstration Groups.

### – Group 5 (Essential Supports for Employment and Independent Living)

Adults age twenty-one (21) and older, unless otherwise specified by TENNCARE, with I/DD who do not meet nursing facility level of care, but who, in the absence of HCBS are “At Risk” of nursing facility placement. To qualify in this group, the adult must be SSI eligible or qualify in the Interim ECF CHOICES At-Risk Demonstration Group, or upon implementation of Phase 2, the ECF CHOICES At-Risk or ECF CHOICES Working Disabled Demonstration Groups. An eligible adult age 21 and older who meets NF LOC may enroll in ECF CHOICES Group 5, so long as the person's needs can be safely and appropriately met in the community and at a cost that does not exceed the Expenditure Cap, including individuals with I/

DD who have an aging caregiver. On a case-by-case basis, TENNCARE may grant an exception to permit adults ages 18 to 20 with I/DD not living at home with family, including young adults with I/DD transitioning out of State custody, to enroll in Group 5, if they meet eligibility criteria.

### – **Group 6 (Comprehensive Supports for Employment and Community Living)**

Adults age 21 and older, unless otherwise specified by TENNCARE, with I/DD who meet nursing facility level of care and need and are receiving specialized services for I/DD. To qualify in this group, an individual must be SSI eligible or qualify in the ECF CHOICES 217-Like Demonstration Group, or upon implementation of Phase 2, the ECF CHOICES Working Disabled Demonstration Group. On a case-by-case basis, TENNCARE may grant an exception to permit adults ages 18 to 20 with I/DD not living at home with family, including young adults with I/DD transitioning out of State custody, to enroll in Group 6, if they meet eligibility criteria.

### – **Group 7 (Intensive Behavioral Family Supports)**

Children under age 21 who live at home with family caregivers and have I/DD and severe co-occurring behavioral health and/or psychiatric conditions that place the child or others at significant risk of harm, threaten the sustainability of the family living arrangement, and place the child at significant risk of placement outside the home (e.g., State custody, hospitalization, residential treatment, incarceration). The child must meet the NF LOC and need and receive HCBS as an alternative to NF Care. To qualify in this group, an individual must be SSI eligible or qualify in the ECF CHOICES 217-Like Demonstration Group, or upon implementation of Phase 2, the ECF CHOICES Working Disabled Demonstration Group.

### – **Group 8 (Comprehensive Behavioral Supports for Employment and Community Living)**

Adults age 21 and older, unless otherwise specified by TENNCARE, with I/DD and severe behavioral conditions who are transitioning out of a highly structured and supervised environment, meet nursing facility level of care, and need and are receiving specialized services for I/DD. A person must be in one of the following target groups:

- 1) adults with severe psychiatric or behavioral symptoms whose family is no longer capable of supporting the individual due to the severity and frequency of behaviors;
- 2) emerging young adults (age 18-21) with I/DD and severe psychiatric or behavioral symptoms aging out of the foster

care system; and 3) adults with I/DD and severe psychiatric or behavioral symptoms following a crisis event and/or psychiatric inpatient stay and/or transitioning out of the criminal justice system or a long-term institutional placement (including residential psychiatric treatment facility). To qualify in this group, an individual must be SSI eligible or qualify in the ECF CHOICES 217-Like Demonstration Group, or upon implementation of Phase 2, the ECF CHOICES Working Disabled Demonstration Group. On a case-by-case basis, TENNCARE may grant an exception to permit adults ages 18 to 20 with I/DD not living at home with family, including young adults with I/DD transitioning out of State custody, to enroll in Group 8, if they meet eligibility criteria.

## CHOICES benefits

Choices individuals receive the same benefits as all other TennCare-covered persons. For a list of TennCare benefits, see **Chapter 3** in this manual. The following LTSS are available to CHOICES persons when medically necessary.

Service and benefit limit	Group 1	Group 2	Group 3
Nursing facility care (Group 1 covered persons, who are residents in a NF, may receive skilled and/or custodial services as provided by the facility, without requirement for additional authorization).	X	short-term only - up to 90 days	short-term only - up to 90 days
Community-based residential alternatives		X	X
• Critical Adult Care Home		X	
• Assisted Care Living Facility (1 Unit per Day/ 12 months per year)		X	
• Community Living Supports (CLS)		X	X*
• Community Living Supports – Family Model (CLS-FM)		X	X*
*CBRAs for which Group 3 members are eligible include only: Assisted Care Living Facility services, Community Living Supports 1 (CLS1), and Community Living Supports-Family Model 1 (CLS-FM1).			
Personal care (up to 2,580 hours per calendar year).		X	X
Home-delivered meals (up to 1 meal per day).		X	X
Personal Emergency Response Systems (PERS).		X	X
Adult day services (up to 2,080 hours per calendar year).		X	X
In-home respite care (up to 216 hours per calendar year).		X	X
Inpatient respite care (up to 9 days per calendar year).		X	X
Assistive technology (up to \$900 per calendar year).		X	X
Enabling technology (up to \$5,000 per calendar year only through March 31, 2025).		X	X
Minor home modifications (up to \$6,000 per project; \$10,000 per calendar year; and \$20,000 per lifetime).		X	X
Pest control (up to 9 units per calendar year).		X	X

## Chapter 6: Long-Term Services and Supports

Service and benefit limit	Group 1	Group 2	Group 3
Employment services/supports as specified below (subject to limitations specified in the approved 1115 waiver and in TennCare Rule).		X	X
Supported employment-individual employment support <ul style="list-style-type: none"> <li>• Exploration</li> <li>• Individualized Integrated Employment</li> <li>• Self-employment exploration</li> <li>• Exploration/Self Employment</li> <li>• Benefits counseling</li> <li>• Discovery</li> <li>• Situational observation and assessment</li> <li>• Job development plan start up or self-employment plan</li> <li>• Job development or self-employment start up</li> <li>• Job coaching for individualized, integrated employment or self-employment</li> <li>• Co-worker supports</li> <li>• Career advancement</li> <li>• Integrated employment path services</li> </ul>		X	X
<ul style="list-style-type: none"> <li>• Community transportation (Limited to \$225 a month for members electing to receive this benefit through consumer direction)</li> </ul>		X	X

Please see LTSS Employment Benefits Supplement for additional information.

## ECF CHOICES benefits

Benefit	Group 4	Group 5	Group 6	Group 7	Group 8
Respite (up to 30 days per calendar year or up to 216 hours per calendar year only for persons living with unpaid family caregivers).	X	X	X		
Supportive home care (SHC).	X				
Family caregiver stipend in lieu of SHC (up to \$500 per month for children younger than 18 years; up to \$1,000 per month for adults age 18 and older).	X				
Community integration support services (subject to limitations specified in the approved 1115 waiver and TennCare Rule).	X	X	X	X	
Community transportation.	X	X	X	X	

## Chapter 6: Long-Term Services and Supports

Benefit	Group 4	Group 5	Group 6	Group 7	Group 8
Independent living skills training (subject to limitations specified in the approved 1115 waiver and TennCare Rule).	X	X	X	X	
Assistive technology and enabling technology, adaptive equipment and supplies (up to \$5,000 per calendar year of assistive technology and enabling technology combined).	X	X	X	X	X
Minor home modifications (up to \$6,000 per project; \$10,000 per calendar year; and \$20,000 per lifetime).	X	X	X	X	X
Community support development, organization and navigation.	X			X	
Family caregiver education and training (up to \$500 per calendar year).	X			X	
Family-to-family support.	X			X	
Decision-making supports (up to \$500 per lifetime).	X	X	X	X	X
Health insurance counseling/forms assistance (up to 15 hours per calendar year).	X			X	
Personal assistance (up to 215 hours per month).		X	X		
Community living supports (CLS).		X	X		
Community living supports– family model (CLS-FM).		X	X		
Individual education and training (up to \$500 per calendar year).		X	X		X
Peer-to-peer support and navigation for person- centered planning, self- direction, integrated employment/self-employment and independent community living (up to \$1,500 per lifetime).		X	X		X

## Chapter 6: Long-Term Services and Supports

Benefit	Group 4	Group 5	Group 6	Group 7	Group 8
Specialized consultation and training (up to \$5,000 per calendar year; For adults in the Group 6 benefit group determined to have exceptional medical and/or behavioral support needs, and for adults in Group 8, specialized consultation services are limited to \$10,000 per person per calendar year).		X	X		X
Adult dental services (up to \$5,000 per calendar year; up to \$7,500 across three consecutive calendar years, limited to adults age 21 and older).	X	X	X		X
Employment services/supports as specified below (subject to limitations specified in the approved 1115 waiver and in TennCare Rule).	X	X	X	X	X
Supported employment individual employment support. <ul style="list-style-type: none"> <li>• Exploration for individualized integrated employment</li> <li>• Exploration for self-employment</li> <li>• Benefits counseling</li> <li>• Discovery</li> <li>• Situational observation and assessment</li> <li>• Job development plan or self-employment plan</li> <li>• Job development start up or self-employment start up</li> <li>• Job coaching for individualized, integrated employment or self-employment</li> <li>• Co-worker supports</li> <li>• Career advancement</li> </ul>	X	X	X	X	X
Supported employment - small group.	X	X	X	X	X
Intensive behavioral family-centered treatment, stabilization and supports (IBFCTSS).				X	
Intensive behavioral community transition and stabilization services (IBCTSS).					X

# Long-term Services and Supports CHOICES Assessment

### Level of care assessment

#### For Group 1 persons:

- TennCare determines LOC for nursing facility (NF) services. This is based on the PAE submitted by the NF, AAAD or us, as applicable.
- Must authorize NF services based on LOC established by TennCare
- LOC must be reassessed at least annually and with any change in functional status

#### For CHOICES Group 2 and 3 persons:

- TennCare determines initial LOC for CHOICES HCBS. This is based on the pre-admission evaluation (PAE) submitted by AAAD or by us, as applicable.
- LOC must be reassessed by us annually and with any change in functional status

#### For ECF CHOICES Group 4-8:

- TennCare determines initial LOC for ECF CHOICES HCBS. This is based on the pre-admission evaluation (PAE) and other required assessments submitted by Department of Disability and Aging (DDA) or by us, as applicable.
- LOC must be reassessed by us at least yearly and with any change in functional status

### Person-centered support plan review process

In addition to the annual reassessment noted above, the person's coordinator reviews the person-centered support plan review process (PCSP) during ongoing coordination contacts throughout the year. The frequency of these contacts are noted in the person's person-centered support plan.

### Care planning process

Each person's PCSP details the amount, frequency, length, and scope of each service needed to support the person in the least restrictive LOC possible. When developing the PCSP, the coordinator considers needs identified during the face-to-face visit and the assessments, the care plan to address those needs, the

execution of the plan, and advocacy for the person.

For persons in **Group 1**, the person's coordinator may:

- Use the plan of care the NF created
- Based on person's needs, supplement the plan of care by developing and implementing strategies to improve health, increase and/or maintain functional abilities to improve quality of life

For **Groups 2-8**, the coordinator facilitates a care planning team. The coordinator seeks input from the individual, their representative or other individuals the person says may help with needs assessment and care planning. The coordinator also consults with the person's PCP and other care providers as needed and documents the results in the PCSP. They also help ensure the person or their representative reviews, signs and dates the plan and any future updates.

### Contacting the coordinator

Changes in condition for **Group 1** include:

- Recurring falls
- Incident, injury, or complaint
- Report of abuse or neglect
- Reportable event
- Frequent emergency department use and hospitalizations
- Any physical, medical, functional or behavioral change that results in a needed reassessment of the person served

#### For Groups 2-8:

- Change of residence or primary caregiver
- Significant change in health and/or functional status
- Loss of mobility
- An event that significantly increases the perceived risk to a person.
- Individual has been referred to Adult Protective Services (APS) or Department of Children's Services (DCS) because of abuse, neglect, or exploitation
- Any physical/medical/functional/behavioral change or circumstance that results in reassessment

Also contact coordinators about:

- Skin integrity issues
- Behavioral health issues
- Hospice election
- Outpatient therapies including PT/OT/SP/RT

### Contacting UnitedHealthcare

Contact UnitedHealthcare if any of the following occur:

- Inability to contact person
- Person unexpectedly leaves their residence
- Person is admitted to the hospital
- Therapeutic leave requests (NFs only)
- Death of a person served
- Electronic visit verification (EVV)-related issues or questions, such as manual confirmations, timesheets, schedule deviations, demographic updates (address/ phone number)

Contact UnitedHealthcare by calling **1-800-690-1606**

## Service authorizations

We do not require a treating physician to order HCBS. However, the care coordinator may consult with the treating physician regarding the person's physical health, behavioral health, and LTSS needs. For questions about authorizations, call CMA at **1-800-690-1606**

## Patient liability

Patient liability is a monthly amount that persons receiving Medicaid LTSS services (NFs or HCBS) must pay toward the cost of their care. We deduct patient liability for any of the HCBS group members residing in a CBRA that is available to their group. We collect patient liability from **Group 2-8** persons who receive HCBS in their home. We now collect Patient Responsibility for the LTSS 1915c population that have UHC Medicaid. This includes persons receiving short-term NF care, adult day services, and those from **Group 2-3** receiving companion care. Companion care, NF care and adult day services are not benefits for **Group 4-8**. Contact [tn\\_itc\\_networkmail@uhc.com](mailto:tn_itc_networkmail@uhc.com) with any questions.

## Care provider responsibility for Long-term Services and Supports

### Service requirements for home and community-based services care providers

- Provide services based on the member's Person Centered Support Plan (PCSP). This includes the amount, frequency, duration and scope of each service in accordance with the PCSP service schedule

- Use the EVV Fixed Object Device (FOB) assigned to the individual. If the EVV FOB is unavailable, you may use a bring your own device (BYOD SMART Device with the Care Bridge EVV App) or Telephony (using the member's phone).
- In consultation with the member, care providers must establish a schedule for service delivery, based on the member's preference. The schedule should identify the time each service will be provided, including the number of units; frequency; duration and scope of each service.
- Care providers must have a process to create member preferred schedules in the EVV system prior to the date services will be rendered and train the appropriate staff accordingly
- Care providers must have at least one staff person dedicated to monitoring and manage the EVV dashboard during and after business hours. There should be at least one back-up person within the agency that is fully trained to manage the EVV system as well.
- Care providers must have an on-call process for monitoring EVV activities after normal business hours
- Care providers must have sufficient staff to provide services, in accordance with the member's PCSP. The care provider is responsible for having adequate backup staff in the event the originally scheduled worker cannot provide services, in accordance with the plan of care.
- Care providers should have a process to monitor late and missed visits and address potential service delays or service gaps. The plan must include escalation procedures to initiate the member's back up plan, in the event that the worker does not arrive as scheduled. If the care provider is unable to deliver services to the member, the care provider must notify UnitedHealthcare to outline the issue and the proposed resolution. The plan must be outlined in the agencies established policies and procedures.
- The care provider must maintain updated member information - including accurate address, phone number and an alternate phone number. This information should be outlined in the agency's policies and procedures. If additional addresses or phone numbers for the member are needed, accurate information should be input timely to ensure that services are tailored to the member's needs. Additionally, providers must verify that services are being delivered at the correct location and at the appropriate time. These processes should be outlined in the agency's policies/procedures.

- If visits occur outside of the established radius of the member's home/location, the care provider must implement strategies to quickly address these scenarios
- Care providers must verify the identity of the worker providing the service to the member to ensure that the worker is authorized to deliver such services, based on the authorization
- Care providers must comply with a timesheet audit, within the timelines identified by UnitedHealthcare
- Care providers must have a written policy to ensure that claims are submitted within 120 days from the date of service, in order to comply with timely filing. Any claims not exported timely are subject to denial in accordance to timely filing guidelines.
- Manage and monitor late and missed visits by addressing care provider-initiated late or missed visits. Late and missed visits due to care provider-initiated reasons should be worked on the Late/Missed Appointments Dashboard in EVV within 7 days.
  - For example, if a visit is late due to scheduling issues, please select Staff Scheduling Issue from the Reason Code drop-down menu
  - If a visit is missed due to insufficient staff, please select insufficient staff to provide service
  - For all missed visits, please select a Resolution Status from the drop-down menu to notify us the visit was or was not made up, or if a back-up plan was Initiated
- In consultation with the member, care providers must establish a schedule of service delivery, based on the member's preference. The schedule must be created in EVV by the provider, prior to the date services are to be delivered, and identify the service, amount, frequency, duration and scope of service.
- Care providers must have at least one dedicated staff to monitor and manage the EVV dashboard real time during and after normal business hours. There should be at least one back up within the agency to manage EVV activities.
- Care providers must have an on-call process outlined for monitoring EVV and addressing service gaps immediately or initiating the member's back up plan accordingly
- Care providers must have sufficient staff to provide services, in accordance with the member's plan of care. The care provider is responsible for having adequate backup staff in the event the originally scheduled worker cannot provide services.
- Care providers should develop a plan to monitor late and missed visits, to address service delays or potential service gaps. Plans must include escalation procedures to initiate a member's back up plan if the worker does not arrive as scheduled. If the care provider is unable to deliver services, the care provider must notify United Healthcare to outline the issue and the proposed resolution.
- Care providers must verify that services are being delivered at the appropriate member location, and at the appropriate time. Additionally, the care provider must identify the worker providing services and ensure the worker is authorized to deliver such services.
- The care provider must maintain accurate member information in the EVV system, including address (additional locations, if applicable), phone numbers and alternate phone numbers. If corrections are needed, it is the provider's responsibility to make the correctly promptly in EVV. If a visit occurs outside of the established radius (without proper authorization), the care provider must implement strategies to address these instances within the care provider agency.
- The care provider must comply with a timesheet audit, supplying the supporting documentation within the defined timeline as identified by United Healthcare
- The care providers must have a written policy to ensure claims are exported within 120 days from the date of service, to align with timely filing requirements. Any claims not exported timely are subject to denial.
- The care provider must have a written policy in place to verify a member's eligibility prior to rendering services
- The care provider must train all staff that provide services in the member's home - i.e., how to check in and out of the visit and enter tasks performed in the member's home
- The care provider must have a process in place for notifying United Healthcare of any member changes - i.e., hospitalizations, vacation, or nursing facility admission
- The care provider must enter worker social security numbers in EVV upon hire, and have a mechanism in place for updating staff contact information in EVV
- Care providers must have evidence of staff training on file
- Care providers must maintain 90% compliance
- Care providers utilizing a third party vendor must load and update member authorizations, as communicated from UnitedHealthcare to prevent scheduling delays or the completion of unauthorized visits

- Care providers utilizing a third party vendor must develop and implement a strategy to inform UHC within 2 business days of any issues affecting the EVV system's functionality, as well as a written remediation plan detailing the timeframe and potential impact on claims
- Care providers utilizing a third party vendor must ensure the timely submission of visit data to UHC, preferred within 24 hours after the visit occurred. Additionally, worker social security information must be accurately recorded by the provider's EVV system. Care provider data extractions sent to UHC from the EVV system facilitate claim submissions.
- If a care provider utilizes a third party vendor, the system must maintain compliance with the 21st Century Cures Act
- Do not ask persons to receive services. This includes:
  - Referring an individual for screening with the expectation that the care provider will be selected by the person as the service care provider
  - Asking the persons by phone, in person, or written communication to change care providers
- If a person is admitted to the hospital, notify us using fax forms. NFs should use the Nursing Facility Discharge/Transfer/Hospice form. HCBS care providers should use the Nursing Facility Discharge/Transfer/ Hospice form.
- Comply with reportable event reporting and management requirements. Comply with reportable events management (REM).
- Work with the person's care coordination team to obtain a copy of the PCSP. Each care provider must sign the PCSP and agree to provide the services as described. We accept electronic signatures.
- Nutritionally well-balanced meals, other than those provided under Title III C-2 of the Older American Act, that care provider at least one-third but no more than two-thirds of the current daily Recommended Dietary Allowance (as estimated by the Food and Nutrition Board of Science-National Research Council\_ and that will be service in the enrollee's home. Special diets shall be provided in accordance with the individual PCSP when ordered by the enrollee's Physician. Care provider must have a written policy that complies with this requirement.

### Service authorization requirements and processes

We authorize NF services based on approved PAE based on TennCare standards. Services are authorized based on approved PAE documentation and the Functional

Assessment, using TennCare standards. NFs receiving an individual transferred from another facility must complete a Nursing Facility Discharge/Transfer/ Hospice Form and fax it to us. HCBS care providers may review authorizations using the EVV System.

NFs send us the authorization request for ventilator weaning, chronic ventilator care, sub-acute tracheal suctioning or tracheal suctioning secretion management. They must indicate whether the ERC service is in addition to standard NF services.

If we submit an LOC application to TennCare for a person in a NF, the care coordinator notifies the NF within 2 business days. They provide a copy of the application to the NF.

### Enhanced respiratory care oversight

We contract with Eventa, LLC to provide quality oversight for enhanced respiratory care (ERC). ERC refers to enhanced levels of care in a NF. This includes chronic ventilator care, ventilator liberation and weaning and tracheal suctioning.

Eventa conducts on-site reviews with respiratory care practitioners to monitor the quality of care provided to each person receiving services at a facility. They also provide training at the facilities licensed by Tennessee Department of Health, Health Care Facilities

### Home and community-based services

We require the following from home and community-based (HCBS) care providers:

- Sign the PCSP. The member's coordination team must provide a copy of the member's completed PCSP. This includes any updates to the member, their representative, the member's community-based residential alternative care provider and other care providers authorized to deliver their care.
- Complete the credentialing process. We recredential CHOICES only HCBS care providers by verifying continued licensure and/or the appropriate certification for the contracted services. We check for compliance with policies and procedures identified during credentialing, including background checks and training requirements, reportable event management, use of the EVV, and compliance with the HCBS Settings Rule detailed in 42 C.F.R. 441.301(c)(4)-(5).

- Department of Disability and Aging (DDA) is the credentialing authority for ECF CHOICES care providers and care providers that provide ECF CHOICES and CHOICES services. You may obtain a recredentialing application on DDA's website: [tn.gov/content/tn/disability-and-aging.html](https://tn.gov/content/tn/disability-and-aging.html).

We require that residential and non-residential (adult day service) HCBS care providers comply with the HCBS Settings Rule and complete the HCBS self-assessment with accompanying policies, procedures and transition plans. These items are on [tn.gov](https://tn.gov). The credentialing process is not complete until we approve the full self-assessment. If you have already submitted a completed HCBS self-assessment, we will request a copy.

Provider Advocates will conduct onsite assessments with CHOICES only care providers, and request appropriate documents, unless the care provider has loaded them on TennCare's Provider Registration Portal.

Additionally, HCBS care providers must notify us of any changes within their agency, including but not limited to changes of ownership.

## Claims filing tips

### Billing for nursing facility room and board services

For non-EVV services, submit an electronic or paper claim. You may send UB-04 claims through your EDI vendor. You may also use Office Ally. Learn more at [cms.officeally.com](https://cms.officeally.com).

### Home and community-based services claims submissions

#### EVV:

- In-home respite
- Personal care
- Personal Assistance
- Supportive Home Care
- Respite

#### Usage and dedicated resources

You must have at least 2 staff members trained on the EVV system who can train caregivers to use the device in a member's home. You must have at least 1 staff person monitoring caregiver activity. Monitoring needs to include ensuring caregivers are in the member's

home providing services at the scheduled time agreed upon when the referral was accepted.

You must comply with these standards to help ensure persons receive timely services. Not complying will result in disciplinary action, which may include termination from the network.

#### Claims for group transitions

- We deduct patient liability for individuals residing in a nursing facility or ICF/IID, and **Group 2 - 8** individuals living in a Community Based Residential Facility (Adult Care Homes, Assisted Care Living Facilities and Community Living Supports) from the contracted reimbursement rate, and pay the net to the care provider.
- If a transitioning person is enrolled in CHOICES **Group 1**, they must complete CHOICES HCBS before they move from a NF to the community. CHOICES HCBS is billed as **Group 2** services once the person is enrolled into that group, with the date of service as the effective date of enrollment in CHOICES **Group 2**.
- If a transitioning person is enrolled in CHOICES **Group 2 or 3** but is receiving short-term NF care, they must complete CHOICES HCBS before they move from an NF to the community. CHOICES HCBS are billed as a **Group 2 or Group 3** service, as applicable. However, a person shall not be transitioned from CHOICES **Group 1** into **Group 2 or 3** for receipt of short-term NF services to provide them. Short-term NF care is available only to a CHOICES 2 or CHOICES 3 persons receiving home and community-based services upon admission to the short-term NF stay.

#### Corrected claims

When altering claims for resubmission, use a "7" frequency in the appropriate bill type. Also indicate the claim number you are correcting in FL 64.

#### Electronic visit verification registration

The EVV system was developed with care providers who deliver services to CHOICES and ECF CHOICES members in mind. It features:

- Flexible schedules, if applicable - based on member preference
- Electronic schedule requests
- Managed care organization communication within the EVV system
- An actionable dashboard

The new EVV process was created as a result of new requirements:

- The ability to log the arrival and departure of a staff person through a static GPS device provided to the member for this program
- The ability to capture the arrival and departure of a staff person through the phone number if a GPS device fails
- The ability to verify based on business rules that services are delivered in the correct location (e.g., the home)
- The ability to verify the identity of the individual care provider staff person or worker providing the service to the member
- If a care provider utilizes their own third-party vendor, they must:
  - Ensure that the third-party vendor meets the requirements of the 21st Century Cures Act, which includes:
    - Capturing the name of the person receiving services
    - Name of the worker providing services
    - Date services were rendered
    - Location of services
    - Time the worker clocked in and clocked out of services
    - Ability to capture late and missed visit reasons
- Care providers that use their own vendor or continue to use the MCO's vendor must:
  - Care provider must have the ability to monitor. Investigate and remediate gaps in service in real time
  - Care provider must monitor staff call outs and implement the backup plan for members
  - Care provider must have the ability to receive and store authorizations, and align with record retention standards
  - Care provider must have a mechanism to maintain/update the correct member address and phone number
  - Care provider must enter the social security number of their employees upon each worker's hire date
  - Care provider must comply with reporting requirements to UHCCP, which include system generated reports reflecting late or missed visits
  - Care provider must have the ability to capture the clock in and clock out of a worker through an approved modality (i.e., GPS enabled smart device or IVR)

- Care provider must have the ability to create a schedule of services from the authorizations provided for each member, that may identify the amount, frequency, duration and scope of each service, and any schedule specified in the PCSP
- Care provider must have the ability to establish flexible schedules, based on a member's preference and assign a worker to provide the service prior to services being rendered
- Care provider must have the ability to capture worker's notes per service
- Care provider must have the ability to share and transfer information within 24 hours

## Flexible scheduling for TennCare's CHOICES and Employment and Community First CHOICES

All CHOICES and Employment and Community First (ECF) CHOICES persons may schedule services on a flexible plan. TennCare uses the flexible scheduling option to give persons access to services at their convenience.

We encourage individuals to work with care providers to schedule services 2 weeks before the time that works best for the person. The person's coordinator adds the appointments to the PCSP.

Care providers who don't have appointments scheduled 2 weeks in advance should contact the person.

A flexible schedule might not be appropriate for members who require services at consistent times and days.

Enter the appointments into the EVV system as usual. You may not be able to enter the appointments as early when a person is using a flexible schedule. They may enter the appointment schedule into the EVV portal before the shift is worked so staff can check in and out.

We offer training and more information at [UHCprovider.com/tncommunityplan](https://UHCprovider.com/tncommunityplan) > [Training and Education](#)

## Discharge guidelines

### Nursing home/long-term services and supports facilities

LTSS facilities participating in Medicaid must comply with the following guidelines for transfers, discharges, and/or readmissions.

An LTSS facility must permit each resident to remain in the facility. They must not transfer or discharge the resident from the facility unless:

- Resident's needs can no longer be met in the facility. Those needs are necessary to resident's well-being.
- Through the Nursing Facility Diversion Plan, eligible persons are transitioned from an NF to the community when health and wellbeing has drastically improved and the level of services provided is no longer needed.
- The resident's safety and health is endangered at a facility
- The resident cannot meet their financial responsibilities for the facility
- Facility is no longer operational

The order must come directly from a physician. If a resident becomes eligible for assistance under Title XIX after admission to the facility, only the charges which may be applicable under Title XIX are covered.

When a patient is transferred, the care coordinator provides a summary of treatment given at the facility.

The summary lists the condition of the patient at time of transfer, and date and place to which transferred. If an emergency caused the transfer, this information is recorded within 48 hours. Otherwise, it will slow the transport.

When the facility transfers a person, it sends a copy of the clinical summary to the care coordinator and to the LTSS facility that will continue their care.

Before transferring or discharging a resident, a LTSS facility must:

- Notify the resident (and their representative, if needed) of the transfer or discharge and the reasons
- Record the reasons in the resident's clinical record (including any documentation) and include in the notice the items described
- Notify the Department of Health Division of Health Care Facilities and the long-term care ombudsman
- Wait to transfer or discharge a resident until the agencies have designated their intention to intervene and until any appeal process is complete, if needed
- Discharge a person from your services if you cannot meet the member's needs and/or preferences. Send a certified letter to the member, or member's power of attorney, directing them to contact their care coordinator for help selecting a new care provider. You must continue providing care for at least 30 business days or until the person is assigned to the new care provider.

Mail to:

**UnitedHealthcare Community Care**

Attn: LTSS Provider Relations Team  
10 Cadillac Drive, Ste #200  
Brentwood, TN 37027

You must contact the coordinator as quickly as possible to advise them when the dismissal starts.

The notice must be provided at least 30 calendar days before the resident's transfer or discharge except if:

- Resident's safety and health is in danger
- Resident's health or needs have improved and through the Nursing Facility Diversion Plan. The resident will transition from the NF to the community.
- Resident's medical needs require an immediate transfer
- Resident has not resided in the facility for more than 30 calendar days

With these exceptions, notice must be given in as soon as possible before the date of transfer or discharge. Include the following in the pre-transfer and pre-discharge notice:

- Notice of the resident's right to appeal the transfer or discharge if transfers or discharges were affected on or after Oct. 1, 1990
- The name, mailing address and phone number of the long-term care ombudsman
- In the case of residents with developmental disabilities, the mailing address and telephone number of the agency responsible for the protection and advocacy system for developmentally disabled individuals
- In the case of mentally ill residents, the mailing address and phone number of the agency responsible for the protection and advocacy system for mentally ill individuals, established under the Protection and Advocacy for Mentally Ill Individuals Act
- A LTSS facility must provide sufficient preparation and orientation to residents to help ensure safe and orderly transfer or discharge from the facility

### Home and community-based services

Reasons for discharge from HCBS:

- Plan of care change
- Person or family request that services stop
- Transitioned to Group 1
- Loss of eligibility in the CHOICES/ECF CHOICES Program

- Person is not receiving ongoing monthly HCBS service
- In these cases, we:
  - Fax notification of stopping services to the HCBS care provider
  - Mail a letter notifying the person of service changes

Notify the person in writing by certified mail 60 days prior to discharge. Also submit the notice to us at [tn\\_ltc\\_choices\\_cma@uhc.com](mailto:tn_ltc_choices_cma@uhc.com) or fax to 1-888-582-1963. Include the reason for discharge, such as:

- Environment not safe for you to provide services
- You cannot meet the person's level of service
- Person or family request you stop services

### TennCare regulatory requirements appendix

Find more requirements in the TennCare Regulatory Requirements Appendix on [UHCprovider.com](http://UHCprovider.com).

## CHOICES/ECF CHOICES reportable event reporting

We require participating CHOICES/ECF CHOICES care providers to report all adverse events that occur in a home and community based LTSS delivery setting. Settings include assisted-living facilities, community-based residential alternatives, adult day service centers, other HCBS care provider sites and a person's home. In HCBS and Intermediate Care Facility for Individuals with Intellectual Disabilities (ICF/IID) programs, there are three (3) categories of Reportable Events: Tier 1, Tier 2, and Additional Reportable Events and Interventions. The type of Reportable Event dictates the reporting requirements and process that must be followed by the care provider, MCO, and DDA, as applicable.

**Tier 1 Reportable Events** is defined as the **alleged** wrongful conduct by the worker, affecting the person by acts or omissions of abuse, neglect, exploitation or misappropriation of money or property, that resulted in one or more of the following consequences to the person: death, serious injury, or physical harm; physical

or sexual abuse, significant pain, intimidation, or mental anguish **that required medical/behavioral attention** or property loss greater than \$1,000 in value.

- Tier 1 Reportable Events must be reported to DDA's Abuse Hotline (1-888-633-1313) as soon as possible, but no later than four (4) hours after the occurrence of the event or the discovery thereof. A written report must be submitted by the next business day via the link - [stateoftennessee-cvlyz.formstack.com/forms/ref](http://stateoftennessee-cvlyz.formstack.com/forms/ref)
- DDA shall complete a thorough investigation within thirty (30) calendar days of the anchor date, unless an approved extension is granted.

**Tier 2 Reportable Events** is defined as the **alleged** wrongful conduct by the worker affecting the person by acts or omissions of abuse, neglect, exploitation, or misappropriation of money or property, which resulted in one or more of the following consequences to the person, and **the person did not require medical intervention/treatment and is not at continued risk of serious harm**. Loss of funds or property between \$250 and \$1,000 in value or prescription-controlled medications regardless of value.

- Tier 2 Reportable events must be reported to DDA by a written report within the next business day of discovery via the link - [stateoftennessee-cvlyz.formstack.com/forms/ref](http://stateoftennessee-cvlyz.formstack.com/forms/ref)
- Tier 2 Reportable events are investigated by the care provider. The care provider is required to have a DDA Certified care provider investigator to investigate these events. The certification is provided by DDA via online classes. The care provider has 25 days to complete the investigation.

**Additional Reportable Events** and interventions include behavioral and medical events that occur to the member. These include (but not limited to):

- Behavioral events that require crisis intervention, psychotropic medication, restraints, physical aggression, self-injurious behavior, sexual aggression, criminal conduct and or engagement with law enforcement.
- Medical events requiring emergency room or urgent care visits that require treatment.
- All deaths- even those members that are on hospice. (If abuse or neglect is suspected, Tier 1 process must be followed).
- Other events such as falls with injury, emergency situations (like fire, flooding etc.), medication variances requiring supervision, missing persons, vehicular accidents.

These additional reportable events do not require any type of investigation but must be reported to DDA within 1 business day of witnessing or discovery of the Reportable Events and Interventions, which are not related to abuse, neglect, or exploitation via the link – [stateoftennessee-cvlyz.formstack.com/forms/ref](https://stateoftennessee-cvlyz.formstack.com/forms/ref).

CHOICES and ECF CHOICES HCBS providers should immediately (which shall not exceed twenty-four hours) take steps to prevent further harm to any and all members and respond to any emergency needs of members. Excluding when an exception is granted by DDA, providers are required to immediately remove an employee or volunteer alleged to have acted in a manner consistent with sexual abuse or physical abuse resulting in medical treatment, named in a Tier 1 or Tier 2 Physical Abuse Reportable Event that DDA opens for investigation, from providing direct support to any person(s) supported until DDA has completed their investigation, either by placing the named employee or volunteer on administrative leave or in another position in which he or she does not have direct contact with, or supervisory responsibility for, a person(s). Providers may, pursuant to agency policies, choose to remove staff concerning other incidents at their discretion, pending completion of the investigation.

In addition to Tier 1 and Tier 2 reporting of abuse, neglect and exploitation to DDA, you must notify APS of the allegation against your worker but also if you identify any other instances of suspected cases of abuse, neglect, or exploitation. Not reporting adult or child abuse or neglect is a violation of Tennessee law. See TCA 71-6-101 et seq., TCA 37-1-401 et seq., and TCA 37-1-601 et seq. All abuse reports are confidential.

**Reporting Child Abuse:** Call Child Protective Services at 1-877-237-0004. You can also go to [Child Abuse Referral And Tracking \(tn.gov\)](https://www.tn.gov/child-abuse-referral-and-tracking) to report instances of abuse or neglect that do not require an emergency response.

**Reporting Abuse of Adults:** Call Adult Protective Services at 1-888-277-8366. You can also submit an online report at [TNAPS - Adult Protective Service](https://www.tn.gov/tnaps-adult-protective-service)

**Emergency Reporting:** If the individual is at immediate risk, please call 911. For more information, go to the Tennessee Department of Human Services website at [tn.gov](https://www.tn.gov).

Not submitting the reportable event form timely or failing to notify DDA of a discovered event, may result in a corrective action request. This request requires a care provider to submit a written plan of correction to address/correct any problem or deficiency. **Not submitting a written plan of corrections within the time frame requested or address the plan of correction, can and will result in further actions. This includes closed panels and contract termination.**

The care provider is required to have a care provider reportable event review team (PRERT). This team must meet at regular intervals but no less than monthly. The meetings need to be documented, perform data tracking and trending analysis regarding all reportable events and investigations. Care provider oversight for reportable and non-reportable events will continue to be monitored by DDA and/or the MCO during annual quality assurance surveys and/or re-credentialing.

The link to the Event Management page on DDA's website is [Event Management \(tn.gov\)](https://www.tn.gov/event-management). This is where you will find valuable resources and additional education for Event Management. All protocols and requirements are explained at this DDA website and the required training for staff is located on the website. You can also register for the care provider investigation certification and view videos for your staff training. All staff that provides care to the members must be trained on the Reportable Event Management system prior to seeing the member and at least annually.

# Chapter 7: CoverKids

CoverKids is a CHIP program authorized by Title XXI of the Social Security Act. Similar to Medicaid, CHIP is administered by the federal and state governments.

CoverKids provides free, comprehensive health coverage for qualifying children younger than 19 years and for pregnant persons. Coverage includes:

- Preventive health services
- Provider services
- Hospital visits
- Vaccinations
- Well-child visits
- Developmental screenings
- Behavioral health care services
- Pharmacy
- Prenatal and postpartum care
- Vision
- Dental care

CoverKids does not cover any chiropractic, routine vision and dental care for pregnant persons 19 years and older. There are low co-pays for medical services, though wellchild visits and immunizations are covered at 100%.

CoverKids covered persons may obtain a second opinion prior to undergoing an elective medical service. The second opinion is covered as long as the covered person sees a participating CoverKids network provider. If a network care provider is not available, contact your provider advocate.

## Coverage period

Children younger than 19 years determined eligible for CoverKids receive coverage for 12 continuous months except in the following cases:

- The child turns 19
- Coverage is voluntarily terminated
- The child is no longer a resident of Tennessee
- The State determines that eligibility wasn't granted correctly at the most recent eligibility determination or renewal of eligibility because of either state error, fraud, abuse, or perjury attributed
- Death
- The child is determined eligible in a TennCare Medicaid category

Pregnant persons stay eligible for CoverKids benefits through a 60-day postpartum period. This period begins the last day of the pregnancy and ends on the last day of the month in which the 60-day period ends. This postpartum period is automatic and applicable to all pregnant persons who have applied, been determined eligible for and received CoverKids benefits with an effective date on or before the end of the pregnancy. The coverage period applies regardless of any change in household income and how the pregnancy ends.

## Newborns

CoverKids benefits apply to infants not eligible for TennCare Medicaid when the TennCare Medicaid benefits apply to infants born to a CoverKids enrollee with household income at or below 195% of the FPL. Eligibility begins the date of birth.

## Cost-sharing

CoverKids enrollees may be required to pay copays for covered services and pharmacy benefits.

Individuals with verified American Indian/Alaskan Native status receive additional cost-sharing benefits.

Please refer to the Contractor Risk Agreement, Attachment II at [tn.gov/content/dam/tn/tenncare/documents/MCOStatewideContract.pdf](https://tn.gov/content/dam/tn/tenncare/documents/MCOStatewideContract.pdf) for the non-pharmacy copayment schedule that applies to the following services:

- Hospital ER
- PCP and community mental health agency services for services other than preventive care
- Physician specialists
- Inpatient hospital admissions

## Nonfinancial eligibility requirements

Individuals eligible for CoverKids must meet all nonfinancial eligibility requirements.

- A child must be younger than 19 years
- A child must be a U.S. citizen, U.S. national or eligible noncitizen. The unborn child of a pregnant person is presumed to be a U.S. citizen, regardless of the citizenship or immigration status of the parent.

- An individual eligible to receive a Social Security number (SSN) must have and provide a valid SSN or proof of application for an SSN, unless they meet an exception. The individual must be a resident of Tennessee.
- TennCare accepts self-attestation of pregnancy at application or as a reported change, unless TennCare has information that doesn't match such attestation. In this case, TennCare will contact the individual. They may request written medical verification of the pregnancy.

## Financial eligibility requirements

The Eligibility Determination Group (EDG) for CoverKids uses Modified Adjusted Gross Income (MAGI) to determine whether to cover individuals. Household members may have different household sizes when determining eligibility. When determining EDG size for a pregnant person, the pregnant person counts as themselves plus the number of children they are expected to deliver. When determining EDG size for other applicants in the household, the pregnant person is counted as 1 person.

### Income standard

Individuals must have income at or below 250% FPL.

### Sample determination

Ms. Wilson applied for medical assistance for her 10-year-old son. Ms. Wilson is employed with a net countable earned income of \$3,000. Her before/pre-tax contributions total \$150. The example budget is based on an EDG size of 2 and determines eligibility for the child with CoverKids Benefits Limits (effective Jan. 1 2021, as described in Contractor Risk Agreement on [tn.gov](http://tn.gov)).

## Primary health insurance

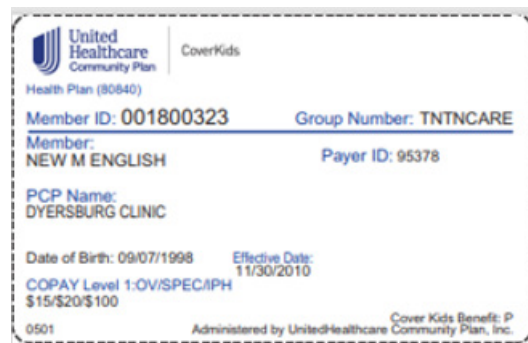
CoverKids must be individual's the only health insurance plan. Health insurance plans include:

- Employer sponsored insurance
- COBRA
- Medicare
- TRICARE
- Peace Corps
- Other comprehensive medical coverage

Individuals enrolled in a limited benefit policy will not be considered as enrolled in other insurance. A limited benefit policy is health coverage for a specific disease (e.g., cancer), an accident occurring while engaged in a specified activity (e.g., school-based sports), or which provides for a cash benefit payable directly to the insured in the event of an accident or hospitalization (e.g., hospital indemnity).

If the applicant is a pregnant person with health insurance, they may be eligible for pregnancy benefits if their health insurance does not cover pregnancy-related care.

## Sample ID Cards



## Covered services and limits

Service	Benefit limits
Ambulance services, air and ground	As medically necessary.
Chiropractic care	Children younger than 19 years: Maintenance visits not covered when no additional progress is apparent or expected to occur. Pregnant persons (age 19 and over) of eligible unborn children: not covered.
Clinic services and other ambulatory health care services	As medically necessary.
Dental services	Provided by the dental benefits manager (DBM). However, we cover the facility, medical and anesthesia services related to the dental service not provided by a dentist or in a dentist's office when the DBM covers the dental service.
Disposable medical supplies	As medically necessary. Specified medical supplies are covered/non-covered based on TennCare Division rules and regulations.
Durable medical equipment (DME)	Must be medically necessary. DME and other medically related or remedial devices are limited to most basic equipment that will provide the needed care. Hearing aids are limited to 1 per ear per calendar year up to age 5; limited to 1 per ear every 2 years thereafter. Specified DME services are covered/non-covered based on TennCare Division rules and regulations.
Home health services	Prior approval required. Limited to 125 visits per enrollee per calendar year.
Hospice care	As medically necessary. Provided by a Medicare-certified hospice.
Inpatient hospital services	As medically necessary, including rehabilitation hospital facility.
Inpatient mental health and substance abuse services	As medically necessary.
Lab and x-ray services	As medically necessary.
Outpatient mental health and substance abuse services	As medically necessary.
Outpatient hospital services	As medically necessary.

Service	Benefit limits
Pharmacy services	<p>Pharmacy services are provided by the pharmacy benefits manager (PBM) unless otherwise described.</p> <p>We reimburse injectable drugs obtained in an office/clinic setting and to care providers providing both home infusion services and the drugs and biologics. All home infusion claims must contain National Drug Code (NDC) coding and unit information to be paid.</p> <p>Services we reimburse are not be included in any pharmacy benefit limits established by TennCare for pharmacy services (as described in Contractor Risk Agreement, A.2.6.2.2).</p>
Physical therapy, occupational therapy, and services for individuals with speech, hearing, and language disorders	Limited to 52 visits per calendar year per therapy type.
Physician inpatient services	As medically necessary.
Physician outpatient services/ Community health clinic services/other clinic services	As medically necessary.
Prenatal care and pre-pregnancy family services and supplies	As medically necessary.
Preventive care services	As described in Contractor Risk Section A.2.75.
Skilled nursing facility services	Limited to 100 days per calendar year following an approved hospitalization.
Surgical services	As medically necessary.

Service	Benefit limits
Vision services	<p>Children younger than 19 years:</p> <p>Annual vision exam including refractive exam and glaucoma screening.</p> <p>Prescription eyeglass lenses. Limited to 1 pair per calendar year. \$85 maximum benefit per pair.</p> <p>Eyeglass frames. Coverage for replacement frames limited to once every two calendar years. \$100 maximum benefit per pair.</p> <p>Prescription contact lenses in lieu of eyeglasses. Limited to 1 pair per calendar year. \$150 maximum benefit per pair.</p> <p>Pregnant persons (age 19 and older) of eligible unborn children: medical eye care, meaning evaluation and management of abnormal conditions, diseases, and disorders of the eye (not including evaluation and treatment of refractive state), shall be covered as medically necessary. Routine periodic assessment, evaluation, or screening of normal eyes and examinations for the purpose of prescribing fitting or changing eyeglass and/or contact lenses are not covered. One pair of cataract glasses or lenses is covered for adults following cataract surgery.</p>
Lactation consultant services	Covered for Members.

The plan will pay the allowable charge, per the contract, for medically necessary and appropriate services and supplies described below and provided in accordance with the reimbursement schedules. Charges in excess of the reimbursement rates set forth in your contract are not eligible for reimbursement or payment by us or by the enrolled person.

To be eligible for reimbursement or payment, all services or supplies must be provided in accordance with our policies and medical management procedures.

Referrals are not required for specialty care, including well-woman care.

# Chapter 8: Value-added services

## Key contacts

Topic	Link	Phone number
Provider Services	For chat options and contact information, visit <a href="https://UHCprovider.com/contactus">UHCprovider.com/contactus</a> .	<b>1-800-690-1606</b>
Healthy First Steps	<a href="https://uhhealthyfirststeps.com">uhhealthyfirststeps.com</a>	<b>1-800-219-3224</b>
Value Add services	<a href="https://UHCCommunityPlan.com/tn">UHCCommunityPlan.com/tn</a> > View plan details	<b>1-800-690-1606</b>

We offer the following services to our covered persons. If you have questions or need to refer an individual, call **Provider Services** at **1-800-690-1606** unless otherwise noted.

### Adult pain management/ chiropractic services

Evidence-based medicine supports chiropractic care to help lower back pain. In some cases, a visit to the chiropractor can reduce or eliminate the need for pain medication. It can even help combat opioid addiction and overuse.

We provide individuals older than 21 with an in-network chiropractor. Prior Authorization is not required for up to 10 visits per calendar year. Authorization is required for visit(s) after the 10th visit (per calendar year).

Use the following steps to access the fee schedules online:

1. Go to [myoptumhealthphysicalhealth.com](https://myoptumhealthphysicalhealth.com).
2. Enter provider ID and password.
3. Click “Plan Summaries” or “Fee Schedules”.

For more information on chiropractic care, go to [myoptumhealthphysicalhealth.com](https://myoptumhealthphysicalhealth.com) or call **1-800-873-4575**.

### Chronic condition management

We use educational materials and newsletters to remind individuals to follow positive health actions such as immunizations, wellness, and EPSDT screenings. For individuals with chronic conditions, we provide specific information, including recommended routine appointment frequency, necessary testing, monitoring,

and self-care through our Population Health Program. All materials are based on evidence-based guidelines or standards. All printed materials are written at a sixth-grade reading level. They are available in English as well as other languages. The materials support covered persons as they begin to take responsibility for their health. They provide information necessary to successfully manage their condition and live a healthy lifestyle.

Individuals at highest risk with conditions such as asthma, CHF, diabetes, COPD and CAD receive more intense health coaching. Resources and tools are available to support covered persons and caregivers with conditions common to children with special health care needs and help them manage their illness.

The health plan uses claims data (e.g. hospital admissions, ER visits, and pharmacy claims) to identify individuals with gaps in care and/or chronic conditions.

### Healthy First Steps Rewards

Healthy First Steps® (HFS) is a specialized case management program designed to provide assistance to all pregnant individuals, those experiencing an uncomplicated pregnancy, as well as additional medical, behavioral, and social risks. The goal is improving birth outcomes and lowering NICU admissions by managing prenatal and postpartum care needs of pregnant individuals. Care management staff is board-certified in maternal and neonatal medicine.



Members self-enroll on a smartphone or computer. They can go to **uhhealthyfirststeps.com** and click on “Register” or call **1-800-599-5985**.

### How it works

Care providers and UnitedHealthcare Community Plan reach out to members to enroll them.

Members enter information about their pregnancy and upcoming appointments online. Members get reminders of upcoming appointments and record completed visits.

### How you can help

1. Identify UnitedHealthcare Community Plan members during prenatal visits.
2. Share the information with the member to talk about the program.
3. Encourage the member to enroll in Healthy First Steps Rewards.

## Medication management therapy pilot program

TennCare has a pilot program authorizing qualified Tennessee-licensed pharmacists to provide medication therapy management (MTM) services to eligible TennCare individuals. Participating pharmacists provide MTM under a collaborative practice agreement (CPA) with a TennCare Patient Centered Medical Home (PCMH) or Tennessee Health Link (THL).

Learn more about the MTM program at:

- [tn.gov/tenncare](https://tn.gov/tenncare) > Providers > Managed Care Contractors > Pharmacy Benefits Manager > Medication Therapy Management
- Care Coordination Tool at [tn.gov/tenncare](https://tn.gov/tenncare) > Health Care Innovation > Primary Care Transformation > Care Coordination Tool. Care providers participating in PCMH and THL programs can use the tool to identify care opportunities linked to quality measures.



Reimbursement guidelines are in the care provider manual posted to the TennCare MTM website. Email questions to the pilot team at [TennCareMTM@tn.gov](mailto:TennCareMTM@tn.gov).

## Mobile apps

Available apps for covered persons include **Health4Me**. It enables users to review health benefits, access claims information and locate in-network providers.

## NurseLine

NurseLine is available at no cost to our covered persons 24 hours a day, 7 days a week. Individuals may call NurseLine to ask if they need to go to the urgent care center, the ER or to schedule an appointment with their PCP. Our nurses also help educate individuals about staying healthy. Call **1-866-600-4985** to reach a nurse.

## Optum obstetrician homecare

### Optum obstetrician home care program for 17P/Makena

17P/Makena® Administration Nursing and Care Management service helps improve weekly injection adherence and reduce preterm delivery. The person must meet criteria for 17P/Makena during current pregnancy.

17P/Makena requires prior authorization except for home services. To request prior authorization, use our Prior Authorization and Advance Notification tool at [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth). For more information, go to [UHCprovider.com/policies](https://UHCprovider.com/policies) > Community Plan Policies > Medical & Drug Policies and Coverage Determination Guidelines for Community Plan > **17-Alpha-Hydroxyprogesterone Caproate (Makena and 17P) Community Plan Medical Benefit Drug Policy**.

### Peer recovery coaching

Our peer support specialists (PSS) work with individuals to support recovery from behavioral health and/or substance use disorders (SUD). The PSS uses a strengths-based approach to help individuals develop a recovery plan. They help identify triggers and develop action plans to help individuals take responsibility for their recovery. Our clinical team identifies eligible individuals through inpatient behavioral health or SUD admissions.

The program has no age limitation. It works with the guardian if the person is a minor.

## Teen resources

### On My Way

On My Way™ (OMW) is an online program that helps young adults who are either transitioning from foster care or from their parents'/ guardians' home to independent living. OMW teaches skills on budgeting, housing, job training and attending college.

### Peer support specialist

We have a peer support specialist working with youth and their families. The specialist works with the person and the family to define the covered person's recovery goals.

The specialist helps the person develop life skills and provides phone and/or face-to-face communications to covered persons. The individual and family receive support and help improve the person's overall physical and behavioral health. This benefit can also help to reduce hospitalizations and ER visits related to behavioral conditions in youth.

## Tennessee Tobacco QuitLine

The Tennessee Tobacco QuitLine is a free smoking and/or tobacco cessation program for state residents.

Services include:

- Personalized, toll-free phone services
- Master's-level counselors specially trained in tobacco cessation who help individuals make healthy lifestyle changes, learn new skills and behavior, and choose the way they want to quit
- Online resources to help develop a convenient plan that fits individual needs
- Community support with online forums
- 24/7 Educational QuitKit with logs and activities to help individuals stay on track

Additional services are available in Spanish and for the Deaf or hard of hearing. Text message support is also available.

For more information, call 1-800-748-8669 or go to [tnquitline.org](http://tnquitline.org).

## UHC Doctor Chat-virtual visits

Members will have access to UHC Doctor Chat, an innovative, chat-first platform supported by live video to connect with a doctor from their computer or mobile device for non-emergent care. A board-certified emergency medicine physician will assess the severity of the enrollee's situation, provide treatment (including prescriptions) and recommend additional care. Virtual visits can improve access to care, reduce health disparities and reduce avoidable use of the ED. This program highlights our commitment to bring forward looking solutions to expand and deliver access to care.

# Chapter 9: Mental health and substance use

## Key contacts

Topic	Link	Phone number
Behavioral Health/Provider Express	<a href="https://providerexpress.com">providerexpress.com</a>	1-877-614-0484
Provider Services	For chat options and contact information, visit <a href="https://UHCprovider.com/contactus">UHCprovider.com/contactus</a> .	1-800-690-1606

UnitedHealthcare Community Plan provides covered individuals with mental health and substance use disorder (SUD) benefits.

## Credentialing

For credentialing information, call the National Credentialing Center at **1-877-614-0484**.

## Covered services

We offer covered behavioral health services and care management for mental, emotional and SUDs. We also provide tools for mental health and substance abuse diagnoses, symptoms, treatments, prevention and other resources at [UHCprovider.com](https://UHCprovider.com) and [liveandworkwell.com](https://liveandworkwell.com). Accessed through [myuhc.com](https://myuhc.com)®, Live and Work Well houses mental health and well-being information and articles on health conditions, addictions and coping. It also lets individuals to take self-assessments and find community resources.

- Illness management and recovery
- Peer support services and family support services
- Supported housing
- Crisis services (mobile)
- Crisis stabilization



Find more information at [UHCprovider.com/tncommunityplan](https://UHCprovider.com/tncommunityplan) > **Behavioral Health** or [tn.gov/behavioral-health/mental-health](https://tn.gov/behavioral-health/mental-health) > Mental Health Services.

## Behavioral health access and availability standards

NCQA® standards require routine behavioral health office visits to be available within 10 business days. UnitedHealthcare Community Plan is required to adhere to the most stringent access and availability standards.



For more resources, go to Tennessee Department of Mental Health and Substance Abuse Services at [tn.gov](https://tn.gov).

Benefits include:

- Inpatient facility services (substance abuse)
- 24-hour residential treatment services (substance abuse)
- Outpatient treatment services (substance abuse)
- Intensive community-based treatment (CCFT, CTT, etc.)
- Tennessee Health Link Services
- Psychosocial rehabilitation
- Supported employment

Service type	Geographic access requirement	Maximum time for admission/ appointment
Psychiatric inpatient hospital services	Transport access ≤ 90 miles travel distance and ≤ 120 minutes travel time for all members.	Emergency/involuntary, within 4 hours. Involuntary, within 24 hours. Voluntary, within 24 hours.
24-hour psychiatric residential treatment	Not subject to geographic access standards.	Within 30 calendar days.
Outpatient non-MD services	Transport access ≤ 30 miles travel distance and ≤ 45 minutes travel time for at least 75% of children and adult members and ≤ 60 miles travel distance and ≤ 60 minutes travel time for all children and adult members.	Within 10 business days. Urgent, within 48 hours.
Intensive outpatient (may include day treatment (adult), intensive day treatment (children & adolescent) or partial hospitalization)	Travel distance ≤ 90 miles and 90 minutes travel time for 75% of children and adult members and ≤ 120 miles and 120 minutes travel time for all children and adult members.	Within 10 business days. Urgent, within 48 hours.
Inpatient facility services (substance abuse)	Transport access ≤ 90 miles travel distance and ≤ 120 minutes travel time for all children and adult members.	Detoxification, within 2 calendar days. Emergency, within 4 hours. Non-emergency, within 24 hours.
24-hour residential treatment services (substance abuse)	Not subject to geographic access standards.	Within 10 business days.
Outpatient treatment services (substance abuse)	Transport access ≤ 30 miles travel distance and ≤ 30 minutes travel time for 75% of members and ≤ 45 miles travel distance and ≤ 45 minutes travel time for all members.	Within 10 business days. Detoxification, within 24 hours.
Intensive community-based treatment (CCFT, CTT, etc.)	Not subject to geographic access standards.	Within 7 calendar days.
Tennessee health link services	Not subject to geographic access standards.	Within 30 calendar days.
Psychosocial rehabilitation	Not subject to geographic access standards.	Within 10 business days.
Supported employment	Not subject to geographic access standards.	Within 10 business days.

Service type	Geographic access requirement	Maximum time for admission/ appointment
Illness management & recovery	Not subject to geographic access standards.	Within 10 business days.
Peer support services and Family support services	Not subject to geographic access standards.	Within 10 business days.
Supported housing	Not subject to geographic access standards.	Within 30 calendar days.
Crisis services (mobile)	Not subject to geographic access standards.	Face-to-face contact within: <ul style="list-style-type: none"> <li>• 2 hours for emergencies</li> <li>• 4 hours for urgent situations</li> </ul>
Crisis stabilization	Not subject to geographic access standards.	Within 4 hours of referral.
Opioid use disorder treatment	Travel distance ≤ 45 miles and ≤ 45 minutes travel time for 75% of non-dual members and ≤ 60 miles and 60 minutes travel time for all non-dual members.	

## Tennessee crisis services statewide map and services

- **Statewide crisis line:** 1-855-274-7471 (1-855-CRISIS-1)
- **Children and youth crisis services:** [https://www.tn.gov/content/dam/tn/mentalhealth/documents/CY\\_Crisis\\_Map.pdf](https://www.tn.gov/content/dam/tn/mentalhealth/documents/CY_Crisis_Map.pdf)
- **Adult crisis services:** [https://www.tn.gov/content/dam/tn/mentalhealth/documents/TDMHSAS\\_Crisis\\_Services\\_Map\\_FY25.pdf](https://www.tn.gov/content/dam/tn/mentalhealth/documents/TDMHSAS_Crisis_Services_Map_FY25.pdf)

### Youth Villages

- 1-866-791-9221 (North Middle TN)
- 1-866-791-9222 (South Middle TN)
- 1-866-791-9227 (Rural West TN)
- 1-866-791-9226 (Memphis Region)
- 1-866-791-9224 (East Region)
- 1-866-791-9225 (South East Region)

### Mental Health Cooperative

- 1-615-726-0125 (Davidson County)

### Frontier Health

- 1-877-928-9062 (Upper East TN)

### Helen Ross McNabb

- 1-865-539-2409 (East TN)

To reach a Crisis Services Agency for Adults:

### • East Tennessee

- **Frontier Health:** 1- 877-928-9062 (Counties: Carter, Greene, Hancock, Hawkins, Johnson, Sullivan, Unicoi, Washington)

- **Ridgeview Psychiatric Hospital & Center:** 1-800-870-5481 (Counties: Anderson, Campbell, Morgan, Roane, Scott)
- **Helen Ross McNabb:** 1-865-539-2409 (Counties: Blount, Knox, Loudon, Monroe, Sevier, Claiborne, Cocke, Grainger, Hamblen, Jefferson, Union)
- **Volunteer Behavioral Health Care System:** 1-800-704-2651 (Counties: Bledsoe, Bradley, Cannon, Clay, Cumberland, DeKalb, Fentress, Grundy, Hamilton, Jackson, Macon, Marion, McMinn, Meigs, Overton, Pickett, Putnam, Polk, Rhea, Rutherford, Sequatchie, Smith, Sumner, Trousdale, Van Buren, Warren, White, Williamson, Wilson)
- **Middle Tennessee**
  - **Centerstone:** 1-800-681-7444 (Counties: Bedford, Cheatham, Coffee, Dickson, Franklin, Giles, Hickman, Houston, Humphreys, Lawrence, Lewis, Lincoln, Marshall, Maury, Montgomery, Moore, Perry, Robertson, Stewart, Wayne)
  - **Mental Health Cooperative:** 1-615-726-0125 (Counties: Davidson)
  - **Volunteer Behavioral Health Care System:** 1-800-704-2651 (Counties: Bledsoe, Bradley, Cannon, Clay, Cumberland, DeKalb, Fentress, Grundy, Hamilton, Jackson, Macon, Marion, McMinn, Meigs, Overton, Putnam, Pickett, Polk, Rhea, Rutherford, Sequatchie, Smith, Sumner, Trousdale, Van Buren, Warren, White, Williamson, Wilson)

- **West Tennessee**
  - **Carey Counseling Center:** 1-800-353-9918 (Counties: Benton, Carroll, Gibson, Henry)
  - **Pathways of Tennessee:** 1-800-372-0693 (Counties: Crockett, Dyer, Haywood, Henderson, Lake, Madison, Obion, Weakley)
  - **Professional Care Services:** 1-800-353-9918 (Counties: Fayette, Lauderdale, Tipton)
  - **Quinco Community Mental Health Center:** 1-800-467-2515 (Counties: Chester, Decatur, Hardin, Hardeman, McNairy)
  - **Alliance Healthcare Services:** 1-901-577-9400 (Counties: Shelby)

### Eligibility

Verify the individual's Medicaid eligibility on day of service before treating them. View eligibility online using the Eligibility and Benefits tool on the UnitedHealthcare Provider Portal at [UHCprovider.com/eligibility](https://UHCprovider.com/eligibility).

### Authorizations

Individuals may access all behavioral health outpatient services (mental health and substance use) without a referral. Prior authorization may be required for more intensive services, such as intensive outpatient program; day treatment; or partial, inpatient or residential care. Help ensure prior authorizations are in place before rendering nonemergent services. Get prior authorization by going to [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth), calling **1-800-690-1606**

### Collaboration with other care providers

#### Coordination of care

When a covered person is receiving services from more than 1 professional, you must coordinate to deliver comprehensive, safe and effective care. This is especially true when the covered person:

- Is prescribed medication
- Has coexisting medical/psychiatric symptoms
- Has been hospitalized for a medical or psychiatric condition

Please talk to your patients about the benefits of sharing essential clinical information

### Behavioral health assessment requirements

When individuals are admitted for services, assess their physical and mental health status. This includes:

- A psychiatric assessment involving the person's presenting problem, psychiatric history, historical response to crises, psychiatric symptoms, diagnosis using the current edition of Diagnostic and Statistical Manual of Mental Disorders (DSM), mental status exam, and history of alcohol and drug abuse
- A screening for medical history, and medication history
- A substance use assessment with frequently used over-the-counter medications, alcohol, and other drugs; and history of prior alcohol and drug treatment episodes. The history should show how substance use affects the community-functioning assessment.
- A community-functioning assessment with how they function in living arrangements, daily activities, social support, financial dealings, physical health, and behavioral health
- An assessment of their strengths, current life status, personal goals and needs
- Include the assessment documentation in the person's record

### Individualized treatment plans

Complete individualized treatment plans for any person who receives behavioral health services within 30 calendar days. We will update plans based on specific program requirements. You may update them more often based on person's the progress. Note whether the person, or their family members or legal guardian, took part in the treatment plan development and reviews.

Align individualized treatment plans with diagnoses based on the assessments previously mentioned. Include measurable goals and time frames to reach those goals. Also include a preliminary discharge plan. Place individualized treatment plans in the person's record.

Care providers of multiple services may create 1 comprehensive treatment plan for a person if at least 1 goal is written and updated as appropriate for each service provided.

If a need exists that was found during the initial assessment or course of treatment, the treatment plan must contain the following:

- Concerns for which the person is seeking treatment

- Person's goals related to those concerns
- Measurable objectives to address the goals
- Target dates for reaching those objectives
- People involved in meeting each objective
- Measurable action steps to accomplish each objective
- Steps for crisis prevention and/or resolution. This includes identification of crisis triggers (situations, signs, and increased symptoms) and active steps or self-help methods to prevent, reduce or defuse crisis situations.
- Names and phone numbers of contacts who can help resolve a crisis
- Individual's preferred treatment options. This includes psychopharmacology in the event of a mental health crisis.

## UnitedHealthcare Provider Portal access

You can use the [UnitedHealthcare Provider Portal](#) for all of your online services, including claims, eligibility, prior authorization, referrals and much more. The portal allows you to take action and quickly access claims-related information using our digital features and tools. It's a one-stop shop for working with us more efficiently

## Claims

Submit claims using the CMS 1500 claim form (v 02/12) or UB-04 form, whichever is appropriate. Use applicable coding, including ICD diagnosis code(s), CPT, revenue and HCPCS coding. Include all necessary data to process a complete claim. Find out more about filing claims in [Chapter 13](#).

## Behavioral health supervision for non licensed clinicians

Mental health, substance abuse facilities, and CMHC care providers who hire non-licensed clinical staff to perform clinical activities (i.e., clinical assessments and psychotherapy) must have a licensed clinician supervising them. The supervisor must have regular, in person, 1:1 contact with the non credentialed clinicians to review the provided treatment and/or services. The supervision must be specific to the rendered service. It must include direct supervision during the initial service. This may be followed by general supervision for the rest of the service at the supervisory care provider's discretion.

- Direct supervision means the supervising care provider must be immediately available (i.e., in person, by phone or through telehealth/video conferencing) to assist and direct throughout the rendered service. This may include the supervisor's review and signing of the treatment plan during the initial service.
  - General supervision means the service is performed under the overall direction and control of the supervising clinician. However, their presence is not required during the performance of the intervention.
- The following applies when you bill for behavioral health professional services:
- All independently licensed clinicians providing care must have a unique NPI and Medicaid ID number for TennCare billing and payments
  - When billing for professional services performed by an independently licensed clinician, identify the licensed rendering care provider in the NPI field 24j on the CMS 1500

## Monitoring audits

We conduct routine care provider on-site audits. These audits focus on the physical environment, policies and procedures, and quality record documentation.

### Care provider evaluation of performance plans

The care provider evaluation of performance (PEP) Plan details what is reviewed during on-site audits. It includes a minimum quality requirements summary. Use the summary to review your performance and initiate improvements.

We also audit our high-volume behavioral health network care providers based on the PEP Plan. Develop a working knowledge of the details outlined in the PEP Plan. For copies of the PEP Plan and audit tools, call **Provider Services** at **1-800-690-1606**. Ask to speak with a Behavioral Health Quality Improvement Department representative. You may also go to [UHCprovider.com/tncommunityplan/plans](https://www.uhcprovider.com/tncommunityplan/plans).

## Adverse occurrence/sentinel event reporting

An adverse occurrence is a serious or unexpected behavioral health event involving possibly harmful effects to the person. The occurrence represents a possible quality of care issue.

Adverse occurrences include:

- Suicide death
- Suicide attempt with significant medical intervention requiring an emergency room visit or inpatient hospital stay
- Homicide
- Homicide attempt with significant medical intervention requiring an ER visit or inpatient hospital stay
- Abuse/neglect (physical, sexual, verbal) allegations
- Death, cause unknown
- Accidental injury with significant medical intervention requiring an ER visit or inpatient hospital stay
- Use of restraints/seclusion (physical, chemical, mechanical) with significant medical intervention while the person is in the care of a behavioral health inpatient, residential, crisis stabilization unit or supported housing
- Treatment complications (medication errors and adverse medication reaction) with significant medical intervention requiring an ER visit or inpatient hospital stay

Behavioral health network care providers must submit adverse occurrence reports to all appropriate agencies as required by licensure and state/federal laws. Submit within 1 business day following the event. Reporting forms are available at [UHCprovider.com/tncommunityplan/plans](https://UHCprovider.com/tncommunityplan/plans).

## Addressing the opioid epidemic

Combating the opioid epidemic must include prevention, treatment, recovery and harm reduction.

### Brief summary of framework

- **Prevention**  
Prevent OUD before they occur through pharmacy management, care provider practices and education
- **Treatment**  
Access and reduce barriers to evidence-based and integrated treatment
- **Recovery**  
Support case management and referral to person-centered recovery resources
- **Harm reduction**  
Access to Naloxone and facilitating safe use, storage and disposal of opioids
- **Strategic community relationships and approaches**  
Tailor solutions to local needs

- **Enhanced solutions for pregnant parent and child**  
Prevent neonatal abstinence syndrome and supporting parents in recovery
- **Enhanced data infrastructure and analytics**  
Identify needs early and measure progress

### Increasing education and awareness of opioids

It is critical you are up to date on the cutting-edge research and evidence-based clinical practice guidelines. We keep OUD-related trainings and resources available on the portal to help ensure you have the information you need, when you need it. For example, state-specific behavioral health toolkits are developed to provide access to clinical practice guidelines, free substance use disorders/ OUD assessments and screening resources, and other important state-specific resource. Additionally, Pain Management Toolkits are available and provide resources to help you identify covered persons who present with chronic physical pain and may also be in need of behavioral health services to address the psychological aspects of pain. Continuing education is available and includes webinars such as, “The Role of the Health Care Team in Solving the Opioid Epidemic” and “The Fight Against the Prescription Opioid Abuse Epidemic” While resources are available, we also work to help ensure you have the educational resources you need. For example, our Drug Utilization Review Provider Newsletter includes opioid trends, prescribing, and key resources. Access these resources at [UHCprovider.com/pharmacy](https://UHCprovider.com/pharmacy). Click “Opioid Programs and Resources - Community Plan” to find a list of tools and education.

### Prescribing opioids

Go to our [Drug Lists and Pharmacy](#) page to learn more about which opioids require prior authorization and if they have prescription limits. Find more information about Tennessee Substance Abuse Services at [tn.gov/behavioralhealth/substance-abuse-services](https://tn.gov/behavioralhealth/substance-abuse-services). The Tennessee Department of Mental Health and Substance Abuse Services website offers contact information and resources for care providers and individuals for services related to:

- Crisis intervention
- Mental health
- Substance abuse

Resources include best practice guides, training information and licensing requirements.

## Expanding medication assisted treatment access and capacity

Evidence-based medication assisted treatment specific to the treatment of OUD is central to positive outcomes. Medication for Opioid Use Disorder (MOUD) takes a chronic condition approach and incorporates medication use in addition to other services, such as counseling, cognitive behavioral therapies, and recovery support to provide a comprehensive approach. We expand MOUD access and help ensure we have a robust MAT network.

To find a behavioral health MAT care provider in Tennessee:

1. Go to [UHCprovider.com/findprovider](https://uhcprovider.com/findprovider).
2. Select under “Specialty Directory and Tools” the option of Optum Behavioral Health, EAP, Worklife & Mental Health Services.
3. Click on “Search for a Behavioral Health Provider”.
4. Enter “(city)” and “(state)” for options.
5. If needed, refine the search by selecting “Medication Assisted Treatment”.

We contract with Quality MOUD Network care providers in Tennessee and encourage participation in the state Buprenorphine Enhanced and Supportive Medication-Assisted Recovery and Treatment (BESMART) which are designated as premier care provider groups to help ensure people with OUD stay in treatment and receive appropriate follow-up care and supports within their communities.

### Medication-assisted treatment

Medication-assisted treatment (MAT) combines behavioral therapy and medications to treat substance use disorders (SUD) and includes behavioral and medication interventions for Opioid Use Disorders (OUD). The FDA-approved medications for Alcohol Use Disorder (AUD) are naltrexone, disulfiram, and acamprosate; FDA-approved medications for OUD (MOUD) include buprenorphine, methadone and naltrexone.

As a medical care provider, you may provide MAT or MOUD services even if you don't offer counseling or behavioral health therapy in-house. However, you must refer your patients to a qualified care provider for those services. To find medical MAT providers, see the MAT section in **Chapter 4**.

### Provider Initiated Notice (PIN) – members 20 and younger only

The Division of TennCare requires that members (ages 20 and under) being discharged from the following Behavioral Health services: Inpatient Mental Health/ Dual, Inpatient Detox, Inpatient Rehab, Subacute, and Residential Treatment be notified of their rights to appeal that discharge decision. Providers are required to notify the Managed Care Organization (MCO) of the care provider-initiated discharge by submitting a Provider Initiated Notice (PIN) form at least 2 days prior to discharge. The MCO is responsible for providing the member with a letter that outlines his or her appeals rights. Submit PINs by fax to 1-888-291-2615. PINs may also be emailed to [tnpins@uhc.com](mailto:tnpins@uhc.com).

### Same Day Notification (SDN) – members 21 and older only

The Division of TennCare requires that members (ages 21 and older) being discharged from the following Behavioral Health services: Inpatient Mental Health/ Dual, Inpatient Detox, Inpatient Rehab, Subacute, and Residential Treatment be notified of their rights to appeal that discharge decision. Providers are required to issue a Same Day Notification (SDN) to the member in real-time, as part of the discharge process that will include their appeal rights. The SDN letter is a standard notice for the Managed Care Organizations (MCOs) that includes appeal rights and requires a signature from the member certifying receipt. The signed SDN letter will be returned to the MCO with the discharge summary within 1 business day of discharge. The discharge summary must indicate the MD who made the recommendation to stop care. The signed SDN letter and discharge summary should be sent together to one of the following UnitedHealthcare fax numbers: 1-888-785-1434 (Middle), 1-866-359-3770 (West), or 1-877-614-7141 (East). The SDN should not be sent to the PIN fax number.

# Chapter 10: Individual rights and responsibilities

## Key contacts

Topic	Link	Phone number
Member Services	<a href="https://UHCCommunityPlan.com/tn">UHCCommunityPlan.com/tn</a>	1-800-690-1606
Member handbook	<a href="https://UHCCommunityPlan.com/tn">UHCCommunityPlan.com/tn</a> > Medicaid Plan > UnitedHealthcare Community Plan > <a href="#">View Plan Details</a>	1-800-690-1606

Our Member Handbook has a section on individual rights and responsibilities. In it, we ask that covered persons treat you with respect and courtesy. Find the Member Handbook on [UHCCommunityPlan.com/tn](https://UHCCommunityPlan.com/tn).

## Privacy regulations

HIPAA privacy regulations offer full federal protection to protect covered persons' health care information. These regulations control the internal and external uses and disclosures of such data. They also create individual rights.

### Access to protected health information

Covered persons may access their medical records or billing information either through you or us. If their information is electronic, they may ask that you or we send a copy in an electronic format. They may also ask that a copy of their information be provided to a third party.

### Amendment of protected health information

Our members have the right to ask that you or we change information they believe to be inaccurate or incomplete. The member request must be in writing and explain why they want the change. You or we must act on the request within 60 days or may extend another 30 days with written notice. If denying the request, provide certain information to the member explaining the denial reason and actions the member must take.

### Accounting of disclosures

Individuals have the right to request an accounting of certain disclosures of their PHI, made by you or us, during the 6 years prior to the request. This accounting must include disclosures by business associates. It will not include disclosures made:

- For treatment, payment and health care operations purposes
- To covered persons or pursuant to their authorization
- To correctional institutions or law enforcement officials
- For which federal law does not require us to give an accounting

### Right to request restrictions

Covered persons have the right to ask you to restrict the use and disclosures of their PHI for treatment, payment and health care operations. This request may be denied. If it is granted, the covered entity is bound by any restriction to which is agreed. Document these restrictions. We must agree to restrict disclosure. Individuals may request to restrict disclosures to family members or to others who are involved in their care or its payment.

### Right to request confidential communications

Individuals have the right to request communications from you or us be sent to a separate location or other means. You must accommodate reasonable requests, especially if the covered person states disclosure could endanger them. Requests for confidential communication do not require their explanation. Keep a written copy of the request.

## Individual rights and responsibilities

### Native American access to care

Native American covered persons can access care to tribal clinics and Indian hospitals without approval.

### Individual rights

Covered individuals may:

- Request information on advance directives and execute one
- Give and be treated with respect, dignity and privacy
- Receive cultural assistance, including having an interpreter during appointments and procedures
- Receive information about us, rights and responsibilities, their benefit plan and which services are not covered
- Know the qualifications of their health care provider
- Give their consent for treatment unless unable to do so because life or health is in immediate danger
- Discuss any and all treatment options with you
- Refuse treatment directly or through an advance directive
- Be free from any restraint used as discipline, retaliation, convenience or force designed to get them to do something they do not want to do
- Receive medically necessary services covered by their benefit plan
- Receive information about in-network care providers and practitioners, and choose a care provider from our network
- Change care providers at any time for any reason
- Change health plans. If they are new to TennCare, they can change health plans once during the 45 days after enrolling in TennCare. After that, they can ask to change health plans through an appeal process. There are certain reasons why a person can change health plans. Refer to the Member Handbook for more information.
- End their enrollment in TennCare at any time
- Tell us if they are not satisfied with their treatment or with us; they can expect a prompt response
- Tell us their opinions and concerns about services and care received
- Register grievances or complaints concerning the health plan or the care provided without fear of poor treatment from UnitedHealthcare Community Plan, care providers, or TennCare
- Appeal any payment or benefit decision we make
- Review and get copies of the medical records you keep and request changes and/or additions to any area they feel is needed
- Receive information about their condition, understand treatment options, regardless of cost or whether such services are covered, and talk with you when making decisions about their care
- Get a second opinion with an in-network care provider
- Expect care providers are not kept from advising them about health status, medical care or treatment, regardless of benefit coverage
- Make suggestions about our individual rights and responsibilities policies
- Get more information upon request, such as on how our health plan works and a care provider's incentive plan, if they apply
- Exercise any of these rights without being treated poorly by UnitedHealthcare Community Plan or its care providers
- Get services without being treated in a different way because of race, color, national origin including limited English proficiency and primary language, age, religion, disability, or sex. The individual has a right to file a complaint if they think they have been treated unfairly. If they complain or appeal, they have the right to keep getting care without fear of bad treatment from UnitedHealthcare Community Plan, providers, or TennCare.

### Individual responsibilities

Covered persons should:

- Follow instructions and rules in the Member Handbook about coverage and benefits
- Follow instructions and rules from those providing health care
- Understand their benefits so they can get the most value from them
- Show you their Medicaid member ID card
- Prevent others from using their ID card
- Understand their health problems and give you true and complete information
- Ask questions about treatment
- Work with you to set treatment goals
- Follow the agreed-upon treatment plan
- Get to know you before they are sick
- Go to their PCP for all their medical care unless:
  - Their PCP sends them to a specialist
  - They are pregnant or getting well-woman checkups
  - They have an emergency
- Keep appointments or tell you when they cannot keep them
- Treat your staff and our staff with respect and courtesy
- Get any approvals needed before receiving treatment
- Use the ER only during a serious threat to life or health
- Let their PCP know within 24 hours when they have received care at an ER
- Notify us of any change in address or family status
- Make sure you are in-network
- Follow your advice and understand what may happen if they do not follow it
- Give you and us information that could help improve their health
- Pay required copays
- Tell TennCare of any changes within their family, such as:
  - New name, address, or phone number
  - Family size
  - Employment
  - Health insurance

- Let UnitedHealthcare Community Plan know if another insurance company should pay their medical care. This includes auto, home, or worker's compensation.

Our individual rights and responsibilities help uphold the quality of care and services they receive from you. The 3 primary individual responsibilities as required by the National Committee for Quality Assurance (NCQA) are to:

- 1.** Supply information (to the extent possible) to UnitedHealthcare Community Plan and to you that is needed for you to provide care.
- 2.** Follow care to which they have agreed.
- 3.** Understand their condition and take part in developing mutually agreed-upon treatment goals.
- 4.** A person cannot be removed from UnitedHealthcare Community Plan due to:

- Worsening health
- A pre-existing medical condition
- Expensive medical treatment
- How a person uses care provider services
- A mental health condition
- The person acting uncooperatively or disruptively due to their special needs

A person can only be removed from UnitedHealthcare Community Plan if they:

- Change health plans
- Move out of the UnitedHealthcare Community Plan area
- Let someone else use their ID cards or use their TennCare benefits to get medicines to sell
- End their TennCare or TennCare ends for other reasons
- Don't renew TennCare on time or don't give TennCare the requested information at that time
- Don't let TennCare and UnitedHealthcare Community Plan know about a change of address and can't be found
- Lie to get or keep TennCare enrollment
- Die

# Chapter 11: Medical records

## Medical record charting standards

You are required to keep complete and orderly medical records, which fosters efficient and quality care for covered persons. Keep records for at least 10 years from the close of the Tennessee program agreement between the state and UnitedHealthcare Community Plan. You are subject to our periodic quality medical record review. The review could include any of the following items to determine compliance:

Topic	Contact
Record organization and documentation	<ul style="list-style-type: none"><li>• Have a policy that provides medical records upon request. Urgent situations require you to provide records within 48 hours.</li><li>• Maintain medical records in a current, detailed, organized and comprehensive manner. You must help ensure privacy when storing medical records.</li><li>• Release only to entities as designated consistent with federal requirements</li><li>• Keep in a secure area accessible only to authorized personnel</li></ul>
Procedural elements	<p><b>Medical records are readable*</b></p> <ul style="list-style-type: none"><li>• Sign and date all entries</li><li>• Individual name/identification number is on each page of the record</li><li>• Document language or cultural needs</li><li>• Medical records contain demographic data that includes name, identification numbers, date of birth, sex, address, phone number(s), employer, contact information, marital status and an indication whether the individual's first language is something other than English</li><li>• Procedure for monitoring and handling missed appointments is in place</li><li>• An advance directive is in a prominent part of the current medical record for adults 18 years and older, emancipated minors and minors with children. Adults 18 years and older, emancipated minors and minors with children are given information about advance directives.</li><li>• Include a list of significant illnesses and active medical conditions</li><li>• Include a list of prescribed and over-the-counter medications. Review it annually.*</li><li>• Document the presence or absence of allergies or adverse reactions*</li></ul>

\*Critical element

Topic	Contact
History	<p>An initial history (for individuals seen 3 or more times) and physical is performed. It should include:</p> <ul style="list-style-type: none"> <li>• <b>Medical and surgical history*</b></li> <li>• A family history that includes relevant medical history of parents and/or siblings</li> <li>• A social history that includes information about occupation, living situations, education, smoking, alcohol use and/or substance abuse use/history beginning at age 11</li> <li>• Current and history of immunizations of children, adolescents and adults</li> <li>• Screenings of/for:               <ul style="list-style-type: none"> <li>- Recommended preventive health screenings/tests</li> <li>- Depression</li> <li>- High-risk behaviors such as drug, alcohol and tobacco use; if present, advise to quit</li> <li>- Medicare members for functional status assessment and pain</li> <li>- Adolescents on depression, substance abuse, tobacco use, sexual activity, exercise, nutrition and counseling, as appropriate</li> </ul> </li> </ul>
Problem evaluation and management	<p>Documentation for each visit includes:</p> <ul style="list-style-type: none"> <li>• Appropriate vital signs (measurement of height, weight and BMI annually)               <ul style="list-style-type: none"> <li>- <b>Chief complaint*</b></li> <li>- <b>Physical assessment*</b></li> <li>- <b>Diagnosis*</b></li> <li>- <b>Treatment plan*</b></li> </ul> </li> <li>• Tracking and referral of age and sex-appropriate preventive health services consistent with preventive health guidelines</li> <li>• Documentation of all elements of age appropriate federal Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)</li> <li>• Clinical decisions and safety support tools are in place to ensure evidence-based care, such as flow sheets</li> <li>• Treatment plans are consistent with evidence-based care and with findings/diagnosis:               <ul style="list-style-type: none"> <li>- Time frame for follow-up visit as appropriate</li> <li>- Appropriate use of referrals/consults, studies and tests</li> </ul> </li> <li>• X-rays, labs consultation reports are included in the medical record with evidence of care provider review</li> <li>• There is evidence of care provider follow-up of abnormal results</li> <li>• Unresolved issues from a previous visit are followed up on the subsequent visit</li> <li>• There is evidence of coordination with behavioral health care provider</li> <li>• Education, including lifestyle counseling, is documented</li> <li>• Individual input and/or understanding of treatment plan and options is documented</li> <li>• Copies of hospital discharge summaries, home health care reports, emergency room care and practitioner are documented</li> </ul>

### Medical record review

On an ad hoc basis, we conduct a review of our covered person's medical records. We expect you to achieve a passing score of 85% or better. To achieve this score, the medical records you maintain should contain an initial health assessment, including a baseline comprehensive medical history. This assessment should be completed in less than 2 visits, with ongoing physical assessments occurring on following visits. It should also include:

- Problem list with:
  - Biographical data with family history
  - Past and present medical and surgical intervention
  - Significant medical conditions with date of onset and resolution
  - Documentation of education/counseling regarding HIV pre- and post-test, including results
- Entries dated and the author identified
- Legible entries
- Medication allergies and adverse reactions (or note if none are known)
- Easily known past medical history. This should include serious illnesses, injuries and operations (for covered persons seen 3 or more times). For children and adolescents (18 years or younger), this includes prenatal care, birth, operations and childhood illnesses.
- Medication record, including names of medication, dosage, amount dispensed and dispensing instructions
- Immunization record
- Tobacco habits, alcohol use and substance abuse (12 years and older)
- Copy of advance directive, or other document as allowed by state law, or notate covered person does not want one
- History of physical examination (including subjective and objective findings)
- Unresolved problems from previous visit(s) addressed in subsequent visits; diagnosis and treatment plans consistent with finding
- Lab and other studies as appropriate
- Individual education, counseling and/or coordination of care with other care providers
- Notes regarding the date of return visit or other follow-up

- Consultations, lab, imaging and special studies initialed by PCP to indicate review
- Consultation and abnormal studies, including follow-up plans

Covered person hospitalization records should include, as appropriate:

- History and physical
- Consultation notes
- Operative notes
- Discharge summary
- Other appropriate clinical information
- Documentation of appropriate preventive screening and services
- Documentation of behavioral health assessment (CAGE-AID, TWEAK and PHQ-9)

### Behavioral health record content requirements

Behavioral health treatment records must follow additional guidelines apart from medical record standards:

- Records may be on paper or in electronic format
- Each page in the treatment record contains the covered person's name or ID number
- Each record contains the covered person's address, employer or school, home and work phone numbers. This includes emergency contacts, marital or legal status, appropriate consent forms and guardianship information, if relevant.
- All entries in the treatment record include the responsible clinician's name, professional degree, license, and relevant ID number
- The record is in blue or black ink and maintained in a current, detailed, organized and comprehensive manner
- All modifications are done uniformly. Any error must be lined through so that it can still be read, then dated, and initialed by the person.
- Presenting problems, relevant psychological and social conditions affecting the covered person's medical and psychiatric status and the results of a mental status exam are documented and the source of such information is listed
- Include in a prominent place in the covered person's record a Declaration of Mental Health Treatment for each covered person who has executed one More

information on and copies of the Declaration of Mental Health Treatment form is on [tn.gov/behavioral-health/for-providers.html](https://tn.gov/behavioral-health/for-providers.html) > Legal Forms > Mental Health & Substance Abuse Law > Declaration for Mental Health Treatment. This form is also on [UHCprovider.com/tncommunityplan](https://UHCprovider.com/tncommunityplan) > Behavioral Health.

- Special status situations such as imminent risk of harm, suicidal ideation or elopement potential are prominently noted, documented and revised as appropriate. Also document the absence of such conditions.
- Each record indicates informed consent for medication and the covered person's understanding of the treatment plan are documented
- A medical and psychiatric history is documented, including previous treatment dates, care provider identification, therapeutic interventions and responses, sources of clinical data and relevant family information
- For children and adolescents, past medical and psychiatric history includes prenatal and perinatal events. Also include a complete developmental history (physical, psychological, social, intellectual and academic).
- For covered persons 12 and older, documentation includes past and present use of cigarettes and alcohol, as well as illicit, prescribed and over-the-counter drugs
- DSM diagnoses are documented and consistent with the presenting problems, history, mental status examination, and other assessment data
- Treatment involving the care of more than 1 member of a family should have separate treatment records for each identified and diagnosed covered person
- Billing records should reflect each member treated and the modality of care

### Documenting continuity of care for behavioral health

Include continuity and coordination of care activities between the PCP, consultants, and other behavioral health and medical providers and health care institutions in the member's record. At a minimum, include the following documentation:

- A member's refusal to let you communicate with their other care providers
- Referrals to other providers, services, community resources and/or wellness and prevention programs
- All correspondence regarding the member's treatment, signed and dated
- Strengths and limitations in achieving treatment plan goals and treatment interventions consistent with

those goals. Include dates for follow-up or complete termination summaries.

- A brief discharge summary within 15 calendar days following discharge from services or death
- Discharge summaries for psychiatric hospital or residential treatment facility admissions that occur while the member is receiving behavioral health services

## Medical records standards for TennCare kids - Early and Periodic Screening, Diagnostic, and Treatment examinations

An Early and Periodic Screening, Diagnostic, and Treatment (EPSDT) visit includes 7 components. All 7 components are required at each age visit, and you must document them. If a member refuses a TennCare Kids EPSDT exam or treatment or any portion of the exam or treatment, document that refusal in the medical record.

To assist with your TennCare Kids chart documentation, the Tennessee Chapter of the American Academy of Pediatrics has developed age-specific screening review forms. You can find these recommended forms at [tnaap.org](https://tnaap.org).

The TennCare Kids medical records standards and requirements follow the Bright Futures Periodicity Schedule. Include the following:

### History/developmental and behavioral assessment

- Past medical/social history (documented at least once)
- Family history (documented at least once)
- Initial history
- Interval history
- Current problems identified
- Allergies identified or NKA noted
- Developmental/behavioral assessment (age appropriate)
- Comprehensive developmental/behavioral screening
- Nutritional assessment (recommended)

### Comprehensive unclothed/suitably draped physical exam

- Documentation must state "unclothed or suitably draped exam"
- Document length, height and weight at each visit
- BMI: perform beginning at age 2 and every year through 20 years

- Patients, ages 2-17 years, must have documentation of BMI percentile measurement or a BMI percentile measurement plotted on an age growth chart and counseling for nutrition and physical activity
- Patients ages 18 years and older must have BMI measurement value documentation
- Blood pressure: document at each visit starting at age 3. Perform a risk assessment from birth through 30 months with follow up action if warranted.
- Head circumference: document at each visit through the age 2

### Vision screening

Conduct age-appropriate vision screenings based on the periodicity schedule. Perform a risk assessment through 30 months old. Beginning at age 3, use a standard testing method. After age 3, perform screenings and risk assessments according to age and the Bright Futures Periodicity Schedule.

### Hearing screening

Perform a hearing screening at birth, then risk assessments and additional screenings according to age and the Bright Futures Periodicity Schedule. Refer the child to an audiologist as needed.

### Laboratory testing and screenings

Document the results of all laboratory tests in the medical record. This includes:

- Newborn metabolic blood screening (0-2 months)
- Critical congenital heart defect screening
- Hematocrit and hemoglobin
- Lead risk assessment
- Tuberculosis testing
- Dyslipidemia risk assessment
- STI/HIV screening

### Immunizations

Administer immunizations during checkup visit or at any other contact with the child. Review the record to determine if any immunizations were due on the date of service and if immunizations are up to date. Obtain documentation of prior vaccinations administered elsewhere. Document any parent/patient's refusal to vaccinate.

### Health education/anticipatory guidance

At each visit, document age-appropriate health education and topics discussed or written. Include anticipatory guidance. We review medical records at least yearly for compliance with TennCare Kids standards.

## Pediatric health care recommendations

Bright Futures and American Academy of Pediatrics recommendations for Preventative Pediatric Health Care are on [aap.org](http://aap.org).

### Continuity of care

- Appropriate documentation of referrals and follow-ups: Document all referrals to specialists and any follow-ups you carried out. Document referrals to WIC, Head Start, or other private and public resources.
- Dental referral (age 3 years or older): Document dental inspections, referrals and education. We recommend a direct dental risk assessment and referral for every child based on the periodicity schedule. Care provider referrals are recommended based on risk assessment. If medically necessary, a child may be referred at any age. At the visits for ages 3 and 6 years, determine whether the patient has a dental care provider.

# Chapter 12: Quality management program and compliance information

## Key contacts

Topic	Link	Phone number
Credentialing	Medical: Network management support team Chat, with a live advocate, is available 7 a.m.-7 p.m. CT at <a href="https://uhcprovider.com/chat">UHCprovider.com/chat</a> . Chiropractic: <a href="https://myoptumhealthphysicalhealth.com">myoptumhealthphysicalhealth.com</a>	1-877-614-0484
Fraud, waste and abuse (payment integrity)	<a href="https://uhc.com/fraud">uhc.com/fraud</a>	1-844-359-7736

## What is the quality improvement program?

UnitedHealthcare Community Plan's comprehensive quality improvement program (QM) falls under the leadership of the CEO and the chief medical officer. A copy of our Quality Improvement program is available upon request.

The program consists of:

- Identifying the scope of care and services given
- Developing clinical guidelines and service standards
- Monitoring and assessing the quality and appropriateness of services given to our covered persons based on the guidelines
- Promoting wellness and preventive health, as well as chronic condition self-management
- Maintaining a network of care providers that meets adequacy standards
- Striving for improvement of individual health care and services
- Monitoring and enhance patient safety
- Tracking covered person and care provider satisfaction and take actions as appropriate

As a participating care provider, you may offer input through representation on our Quality Improvement Committees and your Provider Services representative/provider advocate.

## Cooperation with quality improvement activities

You must comply with all quality-improvement activities. These include:

- Providing requested timely medical records
- Cooperating with quality-of-care investigations. For example, responding to questions and/or completing quality-improvement action plans.
- Participating in quality audits, such as site visits and medical record standards reviews, and taking part in the annual Healthcare Effectiveness Data and Information Set (HEDIS) record review
- Providing requested medical records at no cost (or as indicated in your Agreement with us). You may provide records during site visits, email or secure email.
- Participating in practitioner appointment access and availability surveys

We require your cooperation and compliance to:

- Allow the plan to use your performance data
- Offer Medicaid members the same number of office hours as commercial covered persons (or don't restrict office hours you offer Medicaid members)

### Clinical practice guidelines

UnitedHealthcare Community Plan has identified evidence-based clinical guidelines and resources to guide our quality and health management programs. We respect our network care providers. We appreciate the collaboration to promote better health, improve health outcomes and lower overall costs to offer our members. You are encouraged to visit [UHCprovider.com/cpg](https://UHCprovider.com/cpg) to view the guidelines, as they are an important resource to guide clinical decision-making.

### Credentialing standards

UnitedHealthcare Community Plan credentials and re-credentials you according to applicable Tennessee statutes and the NCQA. The following items are required to begin the credentialing process:

- A completed credentialing application, including Attestation Statement
- Current medical license
- Current Drug Enforcement Administration (DEA) certificate
- Current professional liability insurance

We verify information from primary sources regarding licensure, education and training. We also verify board certification and malpractice claims history.

### Credentialing and recredentialing process

UnitedHealthcare Community Plan’s credentialing and recredentialing process determines whether you are a good fit for the UnitedHealthcare Community Plan care provider network. You must go through the credentialing and recredentialing process before you may treat covered persons.

#### Care providers subject to credentialing and recredentialing

UnitedHealthcare Community Plan evaluates the following practitioners:

- M.D.s (Doctors of Medicine)
- D.O.s (Doctors of Osteopathy)
- D.D.S.s (Doctors of Dental Surgery)
- D.M.D.s (Doctors of Dental Medicine)
- D.P.M.s (Doctors of Podiatric Surgery)
- D.C.s (Doctors of Chiropractic)

- C.N.M.s (Certified Nurse Midwives)
- C.R.N.P.s (Certified Nurse Practitioners)
- Behavioral health clinicians (psychologists, clinical social workers, masters prepared therapists)

Excluded from this process are:

- Practitioners who practice only in an inpatient setting
- Hospitalists employed only by the facility
- N.P.s and P.A.s who practice under a credentialed UnitedHealthcare Community Plan care provider

UnitedHealthcare Community Plan does not make credentialing and recredentialing decisions based on race, ethnic/national identity, sex, age, or the type of procedure or patient in which the practitioner specializes.

The National Credentialing Center (NCC) completes these reviews. Find applications on the Council for Affordable Quality Healthcare (CAQH) website.



First-time applicants must call the National Credentialing Center (VETTS line) to get a CAQH number and complete the application online.



For chiropractic credentialing, call **1-800-873-4575** or go to [myoptumhealthphysicalhealth.com](https://myoptumhealthphysicalhealth.com).

Submit the following supporting documents to Council for Affordable Quality Healthcare (CAQH) after completing the application:

- Curriculum vitae
- Medical license
- DEA certificate
- Malpractice insurance coverage
- IRS W-9 Form

### Peer review

#### Credentialing process

A peer review committee reviews all credentialing applications and makes a final decision. The decisions may not be appealed if they relate to mandatory criteria at the time of credentialing. We will notify you of the decision in writing within 60 calendar days of the review.

### Recredentialing process

UnitedHealthcare Community Plan recredentials practitioners every 3 years. This process helps assure you update time-limited documentation and identify legal and health status changes. We also verify that you follow UnitedHealthcare Community Plan's guidelines, processes and care provider performance standards. You are notified before your next credentialing cycle to complete your application on the CAQH website. Not responding to our request for recredentialing information results in administrative termination of privileges as a UnitedHealthcare Community Plan care provider. You have 3 chances to answer the request before your participation privileges are terminated.

### Performance review

As part of the recredentialing process, UnitedHealthcare Community Plan looks in its Quality Management database for information about your performance. This includes individual complaints and quality of care issues.

### Applicant rights and notification

You have the right to review information you submitted to support your credentialing/recredentialing application. This excludes personal or professional references or peer review protected information. You have the right to correct erroneous information you find. Submit updated information directly to your CAQH credentialing application. If the NCC finds erroneous information, a representative will contact you by phone or in writing. You must submit corrections within 30 days of notification by phone, or in writing to the number or address the NCC representative provided.

You also have the right to receive the status of your credentialing application, chat with a live advocate, available 7 a.m.-7 p.m. CT at [UHCprovider.com/chat](https://UHCprovider.com/chat).

### Confidentiality

All credentialing information collected during the review process is kept confidential. It is only shared with your approval or as required by law with those involved in the credentialing process.

## Resolving disputes

### Contract concerns

If you have a concern about your Agreement with us, send a letter to:

**UnitedHealthcare Community Plan  
Central Escalation Unit**  
P.O. Box 5032  
Kingston, NY 12402-5032

A representative will work to resolve the issue with you. If you disagree with the outcome of this discussion, please follow the dispute resolution provisions of your Provider Agreement.

If your concern is about a UnitedHealthcare Community Plan procedure, such as the credentialing or care coordination process, we will resolve it by following the procedures in that plan. If you are still dissatisfied, please follow the dispute resolution provisions in your Provider Agreement.

If we have a concern about our Agreement with you, we will send you a letter. If the issue can't be resolved this way, please follow the dispute resolution provisions in your Provider Agreement.

If a covered person has authorized you in writing to appeal a clinical or coverage determination on their behalf, that appeal follows the member appeals process as outlined in the Member Handbook and in this manual.

## Delegation oversight process

We may delegate certain functions of quality improvement, utilization management, credentialing, individual rights, and medical records to other entities.

The ultimate authority and responsibility for those activities, however, remains with us. We perform continuous oversight of these functions and audit each one annually.

If we discover deficiencies, we request a corrective action plan (CAP). The CAP terms are agreed to by all parties. We monitor corrections. We can reclaim responsibility for a delegated function if deficiencies are not corrected.

Audit results are sent to the Credentialing Committee for Credentialing and the Corporate QI Committee for delegation approval.

# Health Insurance Portability and Accountability Act compliance – your responsibilities

Health Insurance Portability and Accountability Act (HIPAA) aims to improve the efficiency and effectiveness of the United States health care system. While the act’s core goals were to maintain insurance coverage for workers and fight health care fraud and abuse, its Administrative Simplification provisions have had the greatest impact on how the health care industry works. UnitedHealthcare Community Plan is a “covered entity” under these regulations. So are all health care providers who conduct business electronically.

## Transactions and code sets

If you conduct business electronically, submit claims using the standard formats adopted under HIPAA. Otherwise, submit claims using a clearinghouse.

## Unique identifier

HIPAA also requires unique identifiers for employers, health care providers, health plans and individuals for use in standard transactions.

## National care provider identifier

The national care provider identifier (NPI) is your standard unique identifier. It is a 10-digit number with no embedded intelligence that covered entities must accept and use in standard transactions. While HIPAA only requires you to use the NPI in electronic transactions, many state agencies require it on fee-for-service claims and on encounter submissions. For this reason, UnitedHealthcare Community Plan requires the NPI on paper transactions.

The NPI number is issued by the National Plan and Provider Enumeration System (NPPES). Share it with all affected trading partners, such as care providers to whom you refer patients, billing companies and UnitedHealthcare Community Plan.

## Tennessee Medicaid ID number

Before a care provider can be considered for participation in TennCare, registration with the Division of TennCare is required. TennCare issues a Medicaid ID to eligible providers who have completed the registration process. Without a valid, active Medicaid ID, providers cannot be considered for contracting with any TennCare MCO or receive payment for services rendered to TennCare enrollees. Providers must contract with each TennCare MCO separately to become an in-network care provider with each health plan to begin seeing TennCare members.

If you do not already have a Tennessee Medicaid number, please register through TennCare’s process at [tn.gov/tenncare/providers](http://tn.gov/tenncare/providers).

## Privacy of individually identifiable health information

The privacy regulations limit how health plans, pharmacies, hospitals and other covered entities can use covered persons’ medical information. The regulations protect medical records and other identifiable health information. This includes electronic, paper or spoken data.

They enhance consumers’ rights by giving them access to their health information and controlling its inappropriate use. They also improve health care delivery by extending the privacy efforts of states and health systems to a national level.

## Security

Covered entities must meet basic security measures:

- Help ensure the confidentiality, integrity and availability of all electronic PHI the covered entity creates
- Protect against any reasonably anticipated threats, uses or disclosures of information not permitted or required under the Privacy Regulations
- Help ensure compliance with the security regulations by the covered entity’s staff

UnitedHealthcare Community Plan expects you to comply with all HIPAA regulations.



Find additional information on HIPAA regulations on [cms.hhs.gov](http://cms.hhs.gov).

# Background check requirements

Perform background checks on employees as required by the state licensing agency. At a minimum, registry checks shall include a check of the Tennessee Abuse Registry, Tennessee Felony Offender Registry, National and Tennessee Sexual Offender Registry, Social Security Death Master File, and List of Excluded Individuals/Entities (LEIE).

Complete background checks on any person who will have direct contact with those receiving services from a CHOICES health plan. Complete all background checks prior to the employee's start date. Your care provider advocate's on-site assessments include a full review of background checks for employees hired on or after Jan. 1, 2017.

# Ethics and integrity

UnitedHealthcare Community Plan is dedicated to conducting business honestly and ethically with you, covered persons, suppliers, and government officials and agencies. Making sound decisions as we interact with you, other health care providers, regulators and others is necessary for our continued success and that of our business associates. It's also the right thing to do.

## Compliance program

As a segment of UnitedHealth Group, UnitedHealthcare Community Plan is governed by the UnitedHealth Group Ethics and Integrity program. The UnitedHealthcare Community Plan Compliance program incorporates the required 7 elements of a compliance program as outlined by the U.S. Sentencing Guidelines:

1. Oversight of the Ethics and Integrity program.
2. Development and implementation of ethical standards and business conduct policies.
3. Creating awareness of the standards and policies by educating employees.
4. Assessing compliance by monitoring and auditing.
5. Responding to allegations of violations.
6. Enforcing policies and disciplining confirmed misconduct or serious neglect of duty.
7. Reporting mechanisms for workers to alert management and/or the Ethics and Integrity program staff to violations of law, regulations, policies and procedures, or contractual obligations.

UnitedHealthcare Community Plan has compliance

officers for each health plan. In addition, each health plan has a compliance committee consisting of senior managers from key organizational areas. The committee provides program direction and oversight.

## Reporting and auditing

Report any unethical, unlawful or inappropriate activity by a UnitedHealthcare Community Plan employee to a UnitedHealthcare Community Plan senior manager or directly to the Compliance Office.

The UnitedHealthcare Community Plan special investigations unit (SIU) is an important part of the compliance program. The SIU focuses on prevention, detection and investigation of potentially fraudulent and abusive acts committed by care providers and members. This department oversees coordination of anti-fraud activities.



To facilitate the reporting process of questionable incidents involving individuals or care providers, call **1-800-690-1606**. Report fraud, waste and abuse to the TennCare Fraud Hotline at 1-833-687-9611 or the Member Fraud Hotline at 1-800-433-3982.

Please refer to the Fraud, Waste and Abuse section of this manual for additional details about the UnitedHealthcare Community Plan Fraud, Waste and Abuse program.

An important aspect of the Compliance program is assessing high-risk areas of UnitedHealthcare Community Plan operations and implementing reviews to help ensure compliance with law, regulations and policies/contracts. When informed of potentially inappropriate or fraudulent practices within the plan or by you, UnitedHealthcare Community Plan will conduct an investigation. You must cooperate with the company and government authorities. This means giving access to pertinent records (as required by your applicable Provider Agreement and this manual) as well as access to office staff. If we establish activity in violation of law or regulation, we will advise appropriate governmental authorities.

If you become the subject of a government inquiry or investigation, or a government agency requests documents relating to your operations (other than a routine request for documentation), you must provide UnitedHealthcare Community Plan with the details. You must also reveal what triggered the inquiry.

### Extrapolation audits of corporate-wide billing

UnitedHealthcare Community Plan will work with the state of Tennessee to perform “individual and corporate extrapolation audits.” This may affect all programs supported by dual funds (state and federal funding) as well as state-funded programs, as requested by the Tennessee Department of Health and Human Services.

### Record retention, reviews and audits

You must maintain an adequate record-keeping system for recording services, charges, dates and all other commonly accepted information for services rendered to our covered persons. Records must be kept for at least 10 years from the close of the Tennessee program agreement between the state and UnitedHealthcare Community Plan or another period as required by law. If records are under review, they must be retained until the audit is complete. UnitedHealthcare Community Plan and its affiliated entities (including OptumHealth) will request and obtain prior approval from you for the records under review or inspection. You agree to refund the state any overpayment disclosed by any such audit.

If any litigation, claim, negotiation, audit or other action involving the records has been started before the 10-year period ends, you agree to keep the records until 1 year after the resolution of all issues that come from it. The state may also perform financial, performance and other special audits on such records during business hours throughout your Provider Agreement.

To help ensure covered persons receive quality services, you must also comply with requests for on-site reviews conducted by the state. During these reviews, the state will address your capability to meet Tennessee program standards.

You must cooperate with the state or any of its authorized representatives, the THS, CMS, the Office of Inspector General, or any other agency prior-approved by the state, at any time during your Provider Agreement.

These entities may, at all reasonable times, enter your premises. You agree to allow access to and the right to audit, monitor and examine any relevant books, documents, papers and records to otherwise evaluate (including periodic information systems testing) your performance and charges.

We will perform reviews and audits without delaying

your work. If you refuse to allow access, this will constitute a breach of your Provider Agreement.

### Delegating and subcontracting

If you delegate or subcontract any function, the delegate or subcontractor must include all requirements of your applicable Provider Agreement and this manual.

## Practice management

Practice management is a clinical team that coordinates with other departments to help you with the following key elements:

- Manage practice patterns that appear to fall outside typical patterns, and the measurement of improvement over time
- Identify and resolve potential practice patterns that may constitute Fraud, Waste and/or Abuse. See **Fraud, Waste and Abuse section** of this manual.
- Evaluate compliance with Care Advocacy processes and contractual obligations

Practice Management uses intervention strategies may include a direct conversation with the care provider, education, peer-to-peer reviews, and site and/or treatment record audits.

A Practice Management intervention may involve ongoing monitoring, CAPs, referrals to peer review, noncoverage (adverse) benefit determinations, or referral to Credentialing Committee or Program and Network Integrity (PNI).

## Office site quality

UnitedHealthcare Community Plan and affiliates monitor complaints for quality of care (QOC) and service concerning participating care providers and facilities. Complaints about you or your site are recorded and investigated. We conduct appropriate follow-up to assure that covered persons receive care in a safe, clean and accessible environment. For this reason, UnitedHealthcare Community Plan has set Clinical Site Standards for all PCP office sites to help ensure facility quality.

UnitedHealthcare Community Plan requires you and your facilities meet the following site standards:

- Clean and orderly overall appearance
- Available disabled parking
- Disabled accessible facility
- Available adequate waiting room space
- Adequate exam room(s) for providing covered person care
- Privacy in exam room(s)
- Clearly marked exits
- Accessible fire extinguishers
- Post file inspection record in the last year

### Criteria for site visits

The following table outlines the criteria used to require a site visit. When the threshold is met, we conduct a site visit according to UnitedHealthcare Community Plan policy.

QOC issue	Criteria	Threshold
Issue may pose a substantive threat to patient’s safety.	Access to facility in poor repair to pose a potential risk to patients. Needles and other sharps exposed and accessible to patients. Drug stocks accessible to patients. Other issues determined to pose a risk to patient safety.	1 complaint.
Issues with physical appearance, physical accessibility and adequacy of waiting and examination room space.	Office facilities are dirty; smelly or otherwise in need of cleaning. Office exams rooms do not provide adequate privacy.	2 complaints in 6 months.
Other.	All other complaints concerning the office facilities.	3 complaints in 6 months.

# Chapter 13: Billing and submission

## Key contacts

Topic	Link	Phone number
Claims	<a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a>	1-866-633-4449
National Plan and Provider Enumeration System (NPPES)	<a href="https://nppes.cms.hhs.gov">nppes.cms.hhs.gov</a>	1-800-465-3203
EDI	<a href="https://UHCprovider.com/edi">UHCprovider.com/edi</a>	1-866-633-4449

## Our claims process



For claims, billing and payment questions, go to [UHCprovider.com](https://UHCprovider.com).

UnitedHealthcare Community Plan follows the same claims process as UnitedHealthcare.



For a complete description of the process, go to [UHCprovider.com/guides](https://UHCprovider.com/guides) > View online version > Our Claims Process.

## Claims process from submission to payment

1. You submit EDI claims to a clearinghouse or paper claims to us. We scan paper claims.
  2. All claims are checked for compliance and validated.
  3. Claims are routed to the correct claims system and loaded.
  4. Claims with errors are manually reviewed.
  5. Claims are processed based on edits, pricing and enrollee benefits.
  6. Claims are checked, finalized and validated before sending to the District.
  7. Adjustments are grouped and processed.
  8. Claims information is copied into data warehouse for analytics and reporting.
  9. We make payments as appropriate.
- If you believe we have processed your claim incorrectly,

please see the **Claims reconsiderations, appeals and grievances** chapter in this manual for next steps.

## National Provider Identifier

HIPAA requires you have a unique National Provider Identifier (NPI). The NPI identifies you in all standard transactions.



If you have not applied for an NPI, contact National Plan and Provider Enumeration System (NPPES). Once you have an identifier, report it to UnitedHealthcare Community Plan. Or call **Provider Services** at **1-800-690-1606**.

Your clean claims must include your NPI and federal TIN.

## Tennessee Medicaid ID number

TennCare requires all providers to be registered with them prior to payment release. If you do not already have a Tennessee Medicaid number, please register through. TennCare's process at [tn.gov/tennicare/providers](https://tn.gov/tennicare/providers).

## General billing guidelines

We only consider reimbursing claims if you met billing and coverage requirements. Submitting a referral does not guarantee we will pay you. Payment depends on the covered person's coverage on the dates of service,

medical necessity, plan rules about limitations and exclusions, and UnitedHealthcare Community Plan policies. We don't reimburse excessive, inappropriate or noncovered charges. To comply with applicable standards, policies and law, we may adjust previous payments for services and audit claims. We may seek reimbursement for overpayments or offset future payments as allowed by law.

### Fee schedule

Reimbursements also depend on the fee schedule and the procedure performed. Refer to your bulletins for correct coding.

### Modifier codes

Use the appropriate modifier codes on your claim form. Find our modifier reference policies in our **Community Plan Reimbursement Policies** by searching for "modifier." The modifier must be used based on the date of service.

### Individual ID card for billing

The individual's ID card has both the person's ID and the state Document Control Number (DCN). UnitedHealthcare Community Plan prefers you bill with this ID.

### Acceptable claim forms

UnitedHealthcare Community Plan only processes claims submitted on CMS 1500 and UB-04 claim forms.

Use the CMS 1500 form for ancillary services, ambulatory surgery centers, urgent care centers and hospital services.

Use the UB-04 form for hospital inpatient and outpatient services, dialysis services, skilled nursing homes inpatient services, long-term care facilities, hospice services and other care providers.

### Clean claims and submission requirements

Complete a CMS 1500 or UB-04 form whether you submit an electronic or a paper claim. Clean claims have:

- A health service provided by an eligible health care

provider to a covered person

- All the required documentation, including correct diagnosis and procedure codes
- The correct amount claimed

Submit claims for all services by the terms in your contract if you participate in the network, or 120 days from the date of service if you don't participate. Otherwise, we deny the claim for timely filing.

If additional information for some services, situations or state requirements is needed, include that information with the initial submission.

Submit any services completed by nurse practitioners or physician assistants who are part of a collaborative agreement. Use their tax ID and NPI, and we will process the claims just like other physicians'.

### Care provider coding

UnitedHealthcare Community Plan complies with Early and Periodic Screening, Diagnostic and Treatment EPSDT state standards based on claims data and chart review. Use the UnitedHealthcare ICD-10-CM Code Lookup Tool to find an ICD-9 or ICD-10 code.



For more information about ICD-10 coding and social determinants of health protocol and how they apply to the members you treat, see the Specific Protocols chapter in the Administrative Guide for Commercial, Medicare Advantage and D-SNP at **[UHCprovider.com/guides](https://UHCprovider.com/guides)**. You can also visit **[UHCprovider.com/policies](https://UHCprovider.com/policies)**. Under Additional Resources, choose Protocols >Social Determinants of Health ICD-10 Coding Protocol.

### Electronic claims submission and billing

You may submit claims by electronic data interchange (EDI). EDI offers less paperwork, reduced postage, less time spent handling claims and faster turnaround.

- All claims are set up as "commercial" through the clearinghouse
- Our payer ID is 95378

- Clearinghouse Acknowledgment Reports and Payer-Specific Acknowledgment Reports identify claims that don't successfully transmit
- We follow CMS National Uniform Claim Committee (NUCC) and National Uniform Billing Committee (NUBC) guidelines for CMS 1500 and UB-04 forms

For more information, contact EDI Claims

## Electronic data interchange companion documents

The UnitedHealthcare Community Plan electronic data interchange companion documents are intended to share information within implementation guides (IG) adopted by HIPAA. The companion documents identify the data content requested when it is electronically transmitted. UnitedHealthcare Community Plan uses companion documents to:

- Clarify data content that meets the needs of the health plan's business purposes when the IG allows multiple choices
- Provide values the health plan will return in outbound transactions
- Outline which situational elements the health plan requires
- Provide general information and specific details pertinent to each transaction

Share these documents with your software vendor for any programming and field requirements.

The companion documents are located on [UHCprovider.com/edi](https://UHCprovider.com/edi) > [EDI transaction and code sets](#).

## Importance and usage of electronic data interchange acknowledgment/status reports

Software vendor reports only show the claim left your office and was either accepted or rejected. They don't confirm the claim status. Acknowledgment reports confirm the information you sent has been received. Review your reports, clearinghouse acknowledgment reports and the status reports to reduce processing delays and timely filing penalties.

## e-Business support

UnitedHealthcare Community Plan offices are open Monday-Friday, 8 a.m.-6 p.m. ET. They can help you with electronic remittance advices (ERAs) and

electronic funds transfers (EFTs). To use ERAs, you must enroll through a clearinghouse or entity that uses OptumInsight.

Support is also available for EDI Claims and EDI Log-on Issues.

For further information about EDI online, go to [UHCprovider.com/resourcelibrary](https://UHCprovider.com/resourcelibrary) to find [Electronic Data Interchange](#) menu.

## Electronic payment solution: Optum Pay

UnitedHealthcare has launched the replacement of paper checks with Optum Pay™ electronic payments and will no longer be sending paper checks for care provider payment. You will have the option of signing up for automated clearing house (ACH)/direct deposit, our preferred method of payment, or to receive a virtual card payment (Virtual Card). The only alternative to a virtual card is direct deposit. Both of these options allow you to get paid quickly and securely.

### Why choose automated clearing house/direct deposit?

- Direct deposit puts payment directly into your bank account
- Easy and fast way to get paid
- Improved financial control; no paper checks or remittance information to lose or misplace
- Ability to track information on online portal

### What does this mean to you?

- If your practice/health care organization is still receiving paper checks, you can enroll in ACH/direct deposit for your claim payments now. If you don't elect to sign up for ACH/direct deposit, a virtual card will be automatically sent in place of paper checks.
- To sign up for the ACH/direct deposit option, go to [UHCprovider.com/payment](https://UHCprovider.com/payment)
- If your practice/health care organization is already enrolled and receiving your claim payments through ACH/direct deposit from Optum Pay™ or receiving virtual cards, you don't need to take action
- If you do not enroll in ACH/direct deposit and currently receive your correspondence electronically, your remittance and virtual card statement will be available online through Document Library

- Exclusions may apply in certain states or markets where paper checks will remain the primary method of payment. For more information on virtual cards and exclusions, go to [UHCprovider.com/payment](https://UHCprovider.com/payment).

All regulated entities have a Management Agreement with UnitedHealthcare Services, Inc. (UHS), under which UHS provides a whole host of administrative services (many of which are provided to UHS by an Optum entity and then passed through to the regulated entities), including those of a financial nature. Those agreements are filed with the DOI in the regulated entity's state of domicile for approval.

## Completing the CMS 1500 claim form



Companion documents for 837 transactions are on [UHCprovider.com/resourcelibrary](https://UHCprovider.com/resourcelibrary) to find the EDI section.

Visit the [National Uniform Claim Committee](https://www.nubc.org) website to learn how to complete the CMS 1500 form

## Completing the UB-04 form

Bill all facility claims, inpatient, outpatient and ER services using revenue codes and the UB-04 claim form:

Visit [nubc.org](https://nubc.org) to learn how to complete the CMS UB-04 form.

## Capitated services

Capitation is a payment arrangement for health care providers. If you have a capitation agreement with us, we pay you a set amount for each covered person assigned to you per period. We pay you whether that person seeks care. In most instances, the capitated care provider is either a medical group or an Independent Practice Association (IPA). In a few instances, however, the capitated care provider may be an ancillary care provider or hospital.

We use the term “medical group/IPA” interchangeably with the term “capitated care providers.” Capitation payment arrangements apply to participating physicians, health care providers, facilities and ancillary care providers who are capitated for certain UnitedHealthcare Community Plan products. This applies to all benefit plans for covered persons:

1. Who have been assigned to or who have chosen a care provider who receives a capitation payment from UnitedHealthcare Community Plan for such covered person.
2. Who are covered under an applicable benefit plan insured by or receiving administrative services from UnitedHealthcare Community Plan.

Additionally, capitated care providers may be subject to any or all delegated activities. Capitated care providers should refer to their Delegation Grids within their participation agreements to determine which delegated activities the capitated care providers are performing on behalf of UnitedHealthcare Community Plan.

For capitated services, include all services related to an inpatient stay on the UB-04 when a covered person is admitted to the hospital, they received ER treatment, observation or other outpatient hospital services.

We deny claims submitted with service dates that don't match the itemization and medical records. This is a billing error denial.

## Form reminders

- Note the attending care provider name and identifiers for the covered person's medical care and treatment on institutional claims for services other than nonscheduled transportation claims
- Send the referring care provider NPI and name on outpatient claims when this care provider is not the attending provider
- Include the attending care provider's NPI in the Attending Provider Name and Identifiers Fields (UB-04 FL76 or electronic equivalent) of your claims
- Behavioral care providers can bill using multiple site-specific NPIs

## Subrogation and coordination of benefits

Our benefits contracts are subject to subrogation and coordination of benefits (COB) rules:

- **Subrogation**  
We may recover benefits paid for a covered person's treatment when a third party causes the injury or illness
- **COB**  
We coordinate benefits based on the covered person's benefit contract and applicable regulations

UnitedHealthcare Community Plan is the payer of last resort. Other coverage should be billed as the primary carrier. When billing UnitedHealthcare Community Plan, submit the primary payer's Explanation of Benefits (EOB) or remittance advice with the claim.

## Reclamation

Reclamation refers to situations where UnitedHealthcare Community Plan or TennCare has recovered a payment that was made on a claim that should first have been submitted to a person's third-party insurance.

In some cases, care providers who seek payment from third-party insurance after reclamation has taken place have their claims denied as being duplicate claims. These care providers may be eligible for a refund from UnitedHealthcare Community Plan or TennCare.

- If TennCare recovered the payment, complete the Medicaid Reclamation Claim Provider Refund Request form at [tn.gov/tenncare](http://tn.gov/tenncare) > Providers > [Miscellaneous Forms](#)
- If UnitedHealthcare Community Plan recovered the payment, you may request to start an inquiry to research the issue. Call **1-800-727-6735**. Include the following:
  - Your contact information, including address, phone, and fax numbers
  - Name of other carrier
  - EOB from other carrier
  - Date check issued by other carrier
  - Dollar amount of check submitted by other carrier

## Hospital and clinic method of billing professional services

Hospital and clinics must bill for professional services on a CMS 1500. The servicing provider's name is placed in box 31, and the servicing provider's group NPI number is placed in box 33a.

## Global days

Global days include the billable period involving pre-operative visits, the procedure itself, and post-operative visits in which the care provider performs all necessary services. The visits must be performed by the same care provider or another care provider reporting the same TIN in either an inpatient hospital, outpatient hospital, ambulatory surgical center (ASC) or physician's office.

For reimbursement, we follow CMS guidelines and the National Physician Fee Schedule (NPFS) Relative Value File to determine global days values. To learn more about billing for global days and their values, read our global days policy on [UHCprovider.com/policies](http://UHCprovider.com/policies) > For Community Plans > [Reimbursement Policies for Community Plan](#) > Global Days Policy, Professional-Reimbursement Policy-UnitedHealthcare Community Plan.

## National Correct Coding Initiative

UnitedHealthcare Community Plan performs coding edit procedures based on the Correct Coding Initiative (CCI) and other nationally recognized sources.

### Comprehensive and component codes

Comprehensive and component code combination edits apply when a code pair appears to be related. These edits can be further broken down to explain the bundling rationale. Some of the most common causes for denials in this category are:

- **Separate procedures**  
Only report these codes when performed independently
- **Most extensive procedures**  
You can perform some procedures with different complexities, reporting only the most extensive service

- **With/without services**  
Don't report combinations where 1 code includes and the other excludes certain services
- **Medical practice standards**  
Services part of a larger procedure are bundled
- **Laboratory panels**  
Don't report individual components of panels or multichannel tests separately

## Clinical Laboratory Improvements Amendments

Submit your laboratory claims with the Clinical Laboratory Improvements Amendments (CLIA) number. In box 23 of the CMS 1500 claim form, enter the 10-digit CLIA certification number for laboratory services billed by an entity performing CLIA-covered procedures.

If you bill electronically, report the CLIA number in Loop 2300 or 2400, REF/X4,02. For more information about the CLIA number, contact the CMS CLIA Central Office at 1-410-786-3531 or go to [cms.gov](https://www.cms.gov).

## Billing multiple units

When billing multiple units:

- If the same procedure is repeated on the same date of service, enter the procedure code once with the appropriate number of units
- The total bill charge is the unit charge multiplied by the number of units

## Billing guidelines for obstetrical services

Follow this reporting procedure when submitting obstetrical delivery claims. Otherwise, we will deny the claim:

- If billing for both delivery and prenatal care, use the date of delivery
- Use 1 unit with the appropriate charge in the charge column

## Billing guidelines for 340B drugs

The Division of TennCare has announced billing requirements for care providers who are registered on the Medicaid Exclusion File and participate in the federal 340B Drug Pricing Program. The modifier requirement will be determined by an NDC. While we encourage you to use the appropriate modifiers effective May 1, 2021, we won't disallow drugs administered in an office/outpatient setting until Dec. 1, 2021.

Professional and facility claims with a date of service on or after Dec. 1 for drugs administered in an office/outpatient setting will need one of these modifiers:

- **JG** – Drug or biological acquired with the 340B drug pricing program discount for Medicare Part B drugs for TennCare dual-eligible members
- **TB** – Drug or biological acquired with the 340B drug pricing program discount for Medicare Part B drugs for TennCare dual-eligible members (reported for informational purposes)
- **UD** – Drug or biological acquired with the 340B drug pricing program discount
- **UC** – Drug or biological acquired without the 340B drug pricing program discount

Effective Dec. 1, 2021, if a drug service is disallowed because a modifier isn't included on each applicable claim line, the line level denial will show:

- **Reason code 16** – Claim/Service lacks information or has submission/billing error(s)
- **Remark code N822** – Missing procedure modifier(s)

Claims paid on a case rate or bundled payment are excluded from the modifier requirement. There will be no changes to the current reimbursement for drugs administered on an office/outpatient basis through the 340B Drug Pricing Program. If a claim is submitted without a valid NDC number, the entire claim will reject on the front end and will be sent back for correction.

### Check your Medicaid exclusion file participation

The Medicaid exclusion file is maintained by the Health Resources and Services Administration (HRSA). You can view the file and check your participation at [340bopais.hrsa.gov/MedicaidExclusionFiles](https://www.hrsa.gov/MedicaidExclusionFiles). Contact the HRSA directly to update your participation status.

## Ambulance claims (emergency)

Ambulance claims must include the point of origin, destination address, city, state and ZIP.

## National drug code

Claims must include:

- National Drug Code (NDC) and unit of measurement for the drug billed
- HCPCS/CPT code and units of service for the drug billed
- Actual metric decimal quantity administered

Submit the NDC on all claims with procedure codes for care provider-administered drugs in outpatient clinical settings. The claims must show the NDC that appears on the product. Enter the identifier N4, the 11-digit NDC code, unit/basis of measurement qualified and metric decimal quantity administered. Include HCPCS/CPT codes.

### Medical necessity

UnitedHealthcare Community Plan only pays for medically necessary services. See **Chapter 4** for more information about medical necessity.

### Place of service codes

Go to [cms.gov](https://www.cms.gov) for Place of Service codes.

### Asking about a claim

You can ask about claims through Provider Services and the **UnitedHealthcare Provider Portal**.

#### Provider Services

Provider Services helps resolve claims issues.. Have the following information ready before you call:

- Covered person's ID number
- Date of service
- Procedure code
- Amount billed
- Your ID number
- Claim number

Allow Provider Services 45 days to solve your concern. Limit phone calls to 5 issues per call.

#### UnitedHealthcare Community Plan Provider Portal

You can view your online transactions with the UnitedHealthcare Provider Portal by signing in at [UHCprovider.com/portal](https://UHCprovider.com/portal) with your One Healthcare ID. This portal offers you with online support any time. If you are not already registered, you may do so on the website.

The UnitedHealthcare Provider Portal lets you move quickly between applications. This helps you:

- Check covered person's eligibility
- Submit claims reconsiderations
- Review coordination of benefits information

- Use the integrated applications to complete multiple transactions at once
- Reduce phone calls, paperwork and faxes

You can even customize the screen to put these common tasks just 1 click away.

Find UnitedHealthcare Provider Portal training at [UHCprovider.com/training](https://UHCprovider.com/training).

UnitedHealthcare Provider Portal training course is available using the **Community Care Provider Portal user guide**.

### Resolving claim issues

View the **appeals and grievances grid** for submission information.

Allow up to 30 days for UnitedHealthcare Community Plan to receive payment for initial claims and adjustment requests.

#### For paper claims

Submit a screenshot from your accounting software that shows when you submitted the claim. The screenshot must show the correct:

- Covered person's name
- Date of service
- Claim date submission (within the 120-day timely filing period)

#### Timely filing

Timely filing issues may occur if covered persons give the wrong insurance information when you treat them. This results in receiving:

- A denial/rejection letter from another carrier
- Another carrier's EOB
- A letter from another insurance carrier or employer group saying that the individual either has no coverage or had their coverage terminated before the date of service

All of the above must include documentation the claim is for the correct covered person and date of service. A submission report alone is not considered proof of timely filing for electronic claims. They must be accompanied by an acceptance report.

The date on the other carrier's payment correspondence starts the timely filing period for submission to UnitedHealthcare Community Plan.

To be timely, we must receive the claim within 120 days from the date on the other carrier's correspondence. If we receive the claim after the timely filing period, it will not meet the criteria.

If a claim is rejected, and corrections are not received within 60 days from date of service or close of business from the primary carrier, the claim is considered late billed. It will be denied timely filing.

TennCare claims for services must be submitted by 120 days from the date of service or the claim will be denied for timely filing.

If a member is retroactively enrolled, the 120 days begins at the time TennCare notifies us of a person's eligibility.

If we receive a claim, and it requires additional information to be processed, the claim will be denied with a request for additional information. You must submit a corrected claim with required information within 120 days from the date of service or 120 days of our initial denial, whichever is later.

Should a covered person have primary coverage, the 120-day period begins on the date shown on the primary carrier's EOB.

If a claim is denied for timely filing, the following are acceptable forms of documentation for payment reconsideration:

- EOB or similar document from primary health payer dated within 120 days of claim submission to us
- Confirmation of denial from primary payer within 120 days of claim submission to us
- A billing statement indicating the date in which the care provider became aware the member had coverage with our health plan
- Electronic report stating we accepted the claim. Computer-generated activity report will show the date an electronic claim was originally submitted to us. An acceptable report must contain: covered person's name or identification number, date of service, indication that original claim was submitted electronically.

## Balance billing

Do not balance bill covered persons if:

- The charge amount and the UnitedHealthcare Community Plan fee schedule differ
- We deny a claim for late submission, unauthorized service or as not medically necessary
- UnitedHealthcare Community Plan is reviewing a claim

You may balance bill the person for noncovered services if the person provides written consent prior to getting

the service. You can review other circumstances that let you bill a person at [tn.gov/tenncare](https://tn.gov/tenncare) > Providers > TennCare rules > [1200-13-14-08](https://tenncare.com/1200-13-14-08).

If you don't know who your provider advocate is, connect with a live advocate via chat on [UHCprovider.com/chat](https://uhcprovider.com/chat), available 7 a.m.-7 p.m. CT.

## Claims submission for TennCare Medicaid/Medicare covered persons

For claims prior to 1/1/2024, mail paper claims for secondary payment to:

- Institutional Claims:  
Tennessee Division of Medicaid  
P.O. Box 470  
Nashville, TN 37202-0470
- Professional claims to:  
Tennessee Division of Medicaid  
P.O. Box 460  
Nashville, TN 37202-0460

UnitedHealthcare Community plan pays Medicare copayments and coinsurance for Medicare/Medicaid dual-eligible members according to rates set forth by the Division of TennCare. Providers should not bill the member for such charges.

## Nonstandard billing for observation services

The most common example of a nonstandard billing requirement is billing for observation services when the admitting physician wrote an inpatient admission order. In this case, to receive payment for observation services, the facility care provider must bill us as follows:

- Change the Type of Bill from inpatient to outpatient (13x)
- Convert the Room and Board revenue code to Observation (76x)
- Bill corrected claims for observation charges, when inpatient services are denied, within 120 days of receiving the decision to uphold a denial of inpatient services. Include a copy of the letter of denial for inpatient services.

In this example, make no changes to your medical records. Report the days as inpatient on census reports and reflect charges under the Room & Board revenue codes on your financial system. This will keep you in compliance with Medicare reporting but will allow payment under the terms of your contract with us. Payment at the approved observation level will not

be recouped. Inpatient stays for observation may be subject to retroactive audit. If the inpatient level of care was denied due to lack of medical necessity, but the observation level of care was appropriate, we will not recoup the allowed observation contractual reimbursement.

### Third-party resources

UnitedHealthcare Community Plan is, by law, the payer of last resort for eligible covered persons. Therefore, you must bill and obtain an EOB from any other insurance or health care coverage resource before billing UnitedHealthcare Community Plan, as required by contract. Refer to your Agreement for third-party claim submission deadlines. Once you bill the other carrier and receive an EOB, the claim may be then submitted to UnitedHealthcare Community Plan. Please attach a copy of the EOB to the submitted claim. The EOB must be complete to understand the paid amount or denial reason.

### Smart Edits

Smart Edits is a claims optimization tool that allows care providers to review and repair problematic claims before they enter our claims processing system. When care providers submit claims accurately and in compliance with the latest policies and regulations, they have less re-work, quicker approvals and faster payments.

If a claim triggers a Smart Edit, the edit appears on the care provider's 277CA clearinghouse rejection report within 24 hours. Care providers see 3 types of edits as well as an informational banner:

- **Return edits** occur when a claim in question is likely to result in a denial, overpayment or medical record request. Care providers have 5 calendar days to repair the claim before it's released into our claims processing system. An informational banner will accompany a return edit, which shares our website, where care providers can learn more.
- **Rejection edits** occur when a claim requires immediate attention. Care providers must act on these claims and correct the error before the claim can enter our claims processing system. If no action is taken, we will not receive the claim. An informational banner will also accompany a rejection edit to guide care providers.

- **Informational edits** provide targeted messages back to our submitters and do not hold the claim for repair. These edits can communicate changes to reimbursement policies or notices for administrative requirements.

Care providers learn about Smart Edits through:

- Email
- Network Bulletin
- Smart Edits page on [UHCprovider.com](https://www.uhcprovider.com)
- Self-paced interactive guides
- Outbound phone calls to highest affected care providers

### Allied Health Professionals/ Mid-level Practitioner's

If your office employs an Allied Health Professional/Mid-level Practitioner who is providing services to TennCare members, the claim must be submitted to UHCCP with the Allied Health Professional/Mid-level Practitioner's assigned care provider identification number (NPI and Medicaid ID). These claims should not be filed under the supervising physician's number. UHCCP does not recognize or allow "incident to" billing, wherein Allied Health Professionals/Mid-level Practitioners provide care to members and bill under the supervising physician's billing information.

# Chapter 14: Claim reconsiderations, appeals and grievances

There are several ways to work with us to resolve claims issues or disputes. We base these processes on state and federal regulatory requirements and your Provider Agreement. For claims, billing and payment questions, go to [UHCprovider.com/claims](https://UHCprovider.com/claims). The following grid lists the types of disputes and processes that apply:

## Appeals and grievances standard definitions and process requirements

Situation	Definition	Who may submit?	Submission address	Online form for mail	Care provider contact information	Care provider website for online submissions	Care provider filing time frame	UnitedHealthcare Community Plan response time frame
Care provider claim resubmission	Creating a new claim. If a claim was denied and you resubmit the claim (as if it were a new claim), then you will receive a duplicate claim rejection on your resubmission.	Care provider	<b>UnitedHealthcare Community Plan</b> P.O. Box 5280 Kingston, NY 12402-5220	<a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a>	<b>1-800-690-1606</b>	Use Claims Management or Claims on the UnitedHealthcare Provider Portal or <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a> .	We must receive within 60 business days.	30 business days.
Care provider claim reconsideration (step 1 of claim payment dispute)	Overpayment, underpayment, payment denial, or an original or corrected claim determination you do not agree with.	Care provider	Most care providers in your state must submit reconsideration requests electronically.  For further information on reconsiderations, see the <a href="#">Reconsiderations and Appeals interactive guide</a> .  For those care providers exempted from this requirement, requests may be submitted at the following address:  <b>UnitedHealthcare Community Plan</b> P.O. Box 5280 Kingston, NY 12402-5220		Connect with us through chat 24/7 in the <a href="#">UnitedHealthcare Provider Portal</a> .	For online submissions using the UnitedHealthcare Provider Portal, go to: <a href="#">Pre- and post-service appeals and reconsiderations</a> .	Care providers have 365 days to submit reconsideration or appeal from the initial denial.	30 business days.
Care provider claim provider advocate escalation (step 2 of claim payment dispute)	A review in which you did not agree with the outcome of the reconsideration.	Care provider	Most care providers in your state must submit reconsideration requests electronically.  For further information on reconsiderations, see the <a href="#">Reconsiderations and Appeals interactive guide</a> .  For those care providers exempted from this requirement, requests may be submitted at the following address:  <b>UnitedHealthcare Community Plan</b> P.O. Box 5280 Kingston, NY 12402-5220			For online submissions using the UnitedHealthcare Provider Portal, go to: <a href="#">Pre- and post-service appeals and reconsiderations</a> .		30 business days.
Care provider claim formal appeal (step 3 of claim payment dispute)	A formal appeal if your Step 2 reconsideration was not resolved to your satisfaction.	Care provider	Most care providers in your state must submit appeal requests electronically.  For further information on appeals, see the <a href="#">Reconsiderations and Appeals interactive guide</a> .  For those care providers exempted from this requirement, requests may be submitted at the following address:  <b>UnitedHealthcare Community Plan</b> P.O. Box 5280 Kingston, NY 12402-5220			For online submissions using the UnitedHealthcare Provider Portal, go to: <a href="#">Pre- and post-service appeals and reconsiderations</a> .	You have 365 days to submit reconsideration or appeal from the initial denial.	Acknowledge 30 calendar days.  Response 60 calendar days.
Care provider grievance	A complaint expressing dissatisfaction with operations, activities, or behavior of a health plan or covered person.	Care provider	<b>UnitedHealthcare Community Plan</b> P.O. Box 5220 Kingston, NY 12402-5220	<a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a>	<b>1-800-690-1606</b>	Use Claims Management or Claims on the UnitedHealthcare Provider Portal or <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a> .	120 business days.	30 business days.

Appeals and grievances standard definitions and process requirements								
Situation	Definition	Who may submit?	Submission address	Online form for mail	Care provider contact information	Care provider website for online submissions	Care provider filing time frame	UnitedHealthcare Community Plan response time frame
Individual appeal (state fair hearing)	A request to change an adverse benefit determination that we made.	<ul style="list-style-type: none"> <li>Individual</li> <li>Individual's authorized representative (such as care provider, friend or family member) on behalf of the individual with the individual's written consent</li> </ul>	<b>TennCare Solutions</b> P.O. Box 593 Nashville, TN 37202-0593	<a href="http://tn.gov/tenncare">tn.gov/tenncare</a>	1-800-878-3192 Fax: 1-888-345-5575	N/A	60 calendar days from receipt of Notice of Adverse Benefit Determination	Urgent: 1 week (approx). Standard: 90 calendar days. Response times may be extended for cause.
Individual grievance	A covered person's expression of dissatisfaction regarding the plan and/or care provider, including quality of care concerns.	<ul style="list-style-type: none"> <li>Individual</li> <li>Individual's authorized representative (such as care provider, friend or family member) on behalf of the individual with the individual's written consent</li> </ul>	<b>UnitedHealthcare Community Plan</b> P.O. Box 5220 Kingston, NY 12402-5220	N/A	<b>1-800-690-1606</b>	N/A	N/A	90 calendar days.

These definitions and process requirements are subject to modification by state contract or regulations. States may impose more stringent requirements.

## Denial

Your claim may be denied for administrative or medical necessity reasons.

- **Administrative denial**

When we didn't get notification before the service, or the notification came in too late

- **Medical necessity**

The level of care billed wasn't approved as medically necessary

If a claim is denied for these reasons, you may be able to request a claim reconsideration or file an appeal.

Other top reasons for denial include:

- **Duplicate claim**

One of the most common reasons for denial. It means resubmitting the same claim information. This can reset the clock on the time it takes to pay a claim.

- **Claim lacks information**

Basic information is missing, such as a person's date of birth; or information is incorrect, such as spelling of a name. You can resubmit this type of claim with the correct information.

- **Eligibility expired**

Most practices verify coverage beforehand to avoid issues, but sometimes that doesn't happen. One of the most common claim denials involving verification is when a patient's health insurance coverage has expired, and the patient and practice were unaware. Also, in a lot of cases, practices may

check eligibility when an appointment is made, but between the appointment being made and the actual visit, coverage can be dropped. We recommend an eligibility check again once the patient has arrived.

- **Claim not covered by UnitedHealthcare Community Plan**

Another claim denial you can avoid is when procedures are not covered by us. You can easily avoid this problem by using real-time verification.

- **Time limit expired**

This is when you don't send the claim in time

## Claim correction

### What is it?

You may need to update information on a claim you've already submitted. A corrected claim replaces a previously processed or denied claim submitted in error.

### When to use:

Submit a corrected claim to fix or void one that has already processed.

### How to use:

View the [appeals and grievances grid](#) for submission information.

### Additional information

When correcting or submitting late charges on 837 institutional claims, use bill type xx7: Replacement of Prior Claim. Do not submit corrected or additional information charges using bill type xx5: Late Charge Claim.

### Resubmitting a claim

#### What is it?

When you resubmit a claim, you create a new claim in place of a rejected one. A rejected claim has not been processed due to problems detected before processing.

#### When to use it:

Resubmit the claim if it was rejected. Since rejected claims have not been processed yet, there is no appeal – the claim needs to be corrected through resubmission.

#### Common reasons for rejected claims:

Some of the common causes of claim rejections happen due to:

- Errors in covered person demographic data – name, age, date of birth, sex or address
- Errors in care provider data
- Wrong covered person insurance ID
- No referring care provider ID or NPI number

#### How to use:

To resubmit the claim, follow the same submission instructions as a new claim.

View the [appeals and grievances grid](#) for submission information.

### Claim reconsideration (step 1 of dispute)

#### What is it?

Claim issues include overpayment, underpayment, denial, or an original or corrected claim determination you do not agree with. A claim reconsideration request is the quickest way to address your concern about whether the claim was paid correctly.

#### When to use:

Submit a claim reconsideration when you think a claim has not been properly processed.

**For administrative denials** – In your reconsideration request, please ask for a medical necessity review and include all relevant medical records.

#### For medical necessity denials –

- In your request, please include any additional clinical information that may not have been reviewed with your original claim

- Show how specific information in the medical record supports the medical necessity of the level of care performed – for example, inpatient instead of observation

#### How to use:

View the [appeals and grievances grid](#) for submission information.

### Independent review process

You may file a request with the Commissioner of Commerce and Insurance for an independent review when disputing claims denied by UnitedHealthcare Community Plan. You can get sample copies of the Request to Commissioner of Commerce & Insurance for Independent Review of Disputed TennCare Claim form, instructions for completing the form, and frequently asked questions developed by the Tennessee Department of Commerce and Insurance at [tn.gov/commerce](http://tn.gov/commerce) > Our Divisions > TennCare Oversight > MCO Dispute Resolution > [Independent Review Process](#). You may also call Tennessee at 1-615-741-2677.

Your rights and the rules governing this process are in the Tennessee Annotated Code (T.C.A.) 56-32-126.

### Valid proof of timely filing documentation (reconsideration)

#### What is it?

Proof of timely filing occurs when the member gives incorrect insurance information at the time of service. It includes:

- A denial or rejection letter from another insurance carrier
- Another insurance carrier's EOB
- Letter from another insurance carrier or employer group indicating:
  - Coverage termination prior to the date of service of the claim
  - No coverage for the covered person on the date of service of the claim

A submission report is not proof of timely filing for electronic claims. You must also include an acceptance report. Timely filing denials are often upheld due to incomplete or wrong documentation submitted with a reconsideration request. You may also receive a timely filing denial when you do not submit a claim on time.

### How to use:

View the [appeals and grievances grid](#) for submission information.

- Submit a screenshot from your accounting software that shows the date you submitted the claim. The screenshot must show:
  - Correct covered person name
  - Correct date of service
  - Claim submission date

### Additional information:

Timely filing limits can vary based on state requirements and contracts. If you do not know your timely filing limit, refer to your Provider Agreement.

## Overpayment

### What is it?

An overpayment happens when we overpay a claim.

### How to use:

If you or UnitedHealthcare Community Plan finds an overpaid claim, send us the overpayment within the time specified in your contract. If your payment is not received by that time, we may apply the overpayment against future claim payments based on our Agreement and applicable law.

If you prefer we recoup the funds from your next payment, call Provider Services.

If you prefer to mail a refund, send an overpayment return check or the Overpayment Refund/Notification form.

Also send a letter with the check. Include the following:

- Name and contact information for the person authorized to sign checks or approve financial decisions
- Individual identification number
- Date of service
- Original claim number (if known)
- Date of payment
- Amount paid
- Amount of overpayment
- Overpayment reason
- Check number

### Reporting Overpayments:

Upon discovery of an overpayment, care providers must report and return the overpayment to UHC within

60 days of discovery (42 CFR 401.305(b)(1)). If care providers conduct a good faith investigation, the 60 day deadline for returning overpayments can be suspended if a good faith investigation to determine the existence of related overpayments is ongoing (42 CFR 401.305(b)(3)). The good faith investigation is to be completed within 180 days of discovering the overpayment (42 CFR 401.305(b)(3)).

### Where to send:

Mail refunds with an overpayment return check or the Overpayment Refund/Notification form to:

#### UnitedHealthcare Community Plan

ATTN: Recovery Services

P.O. Box 740804

Atlanta, GA 30374-0800

Instructions and forms are on [UHCprovider.com/claims](https://UHCprovider.com/claims).

If you do not agree with the overpayment findings, submit a dispute within the required time frame as listed in your contract.

If you disagree with a claim adjustment or our decision not to make a claim adjustment, you can appeal. See the **Disputes** section in this chapter.

We make claim adjustments without requesting additional information from you. You will see the adjustment on the EOB or care provider remittance advice (PRA). When additional information is needed, we will ask you to provide it.

Sample overpayment report

**\*The information provided is sample data only for illustrative purposes. Please populate and return with the data relevant to your claims that have been overpaid.**

Member ID	Date of service	Original claim #	Date of payment	Paid amount	Amount of overpayment	Reason for overpayment
11111	01/01/24	14A0000000001	01/31/24	\$115.03	\$115.03	Double payment of claim.
2222222	02/02/24	14A0000000002	03/15/24	\$77.29	\$27.29	Contract states \$50.00, claim paid \$77.29.
3333333	03/03/24	14A0000000003	04/01/24	\$131.41	\$98.56	You paid 4 units, we billed only 1.
44444444	04/04/24	14A0000000004	05/02/24	\$412.26	\$412.26	Individual has other insurance.
55555555	05/05/24	14A0000000005	06/15/24	\$332.63	\$332.63	Individual terminated.

## Appeals (step 2 of dispute)

### What is it?

An appeal is a review of a reconsideration claim.

### When to use:

If you do not agree with the outcome of the claim reconsideration decision in step 1, use the claim appeal process.

### How to use:

Submit related documents with your appeal. These may include a cover letter, medical records and additional information.

View the [appeals and grievances grid](#) for submission information.

### Tips for successful claims resolution

To help process claim reconsiderations:

- Do not let claim issues grow or go unresolved
- Call **Provider Services** at **1-800-690-1606** if you can't verify a claim is on file
- Do not resubmit validated claims on file unless submitting a corrected claim
- File adjustment requests and claims disputes within contractual time requirements
- If you must exceed the maximum daily frequency for

a procedure, submit the medical records justifying medical necessity. If you have questions, call **Provider Services** at **1-800-690-1606**.

- UnitedHealthcare Community Plan is the payer of last resort. This means you must bill and get an EOB from other insurance or source of health care coverage before billing UnitedHealthcare Community Plan.
- When submitting adjustment requests, provide the same information required for a clean claim. Explain the dispute, what should have been paid and why.
- Refer to your contract for submission deadlines concerning third-party claims. Once you have billed the other carrier and received an EOB, submit the claim to UnitedHealthcare Community Plan. Attach a copy of the EOB to the submitted claim. The EOB must be complete to understand the paid amount or the denial reason.

## Care provider grievance

### What is it?

Grievances are complaints related to your UnitedHealthcare Community Plan policy, procedures or payments.

### When to file:

You may file a grievance about:

- Benefits and limitations

- Eligibility and enrollment of a covered person or care provider
- Individual or UnitedHealthcare Community Plan issues
- Availability of health services from UnitedHealthcare Community Plan to a covered person
- The delivery of health services
- The quality of service

### How to file:

View the [appeals and grievances grid](#) for submission information.

You may only file a grievance on a covered person's behalf with their written consent. See Individual Appeals and Grievances Definitions and Procedures.

## Individual appeals (state fair hearings) and grievances definitions and procedures

UnitedHealthcare Community Plan uses the CMS definitions for appeals and grievances and follows appeal rules for individuals as outlined by the Division of TennCare.

### Individual benefit appeals (state fair hearings)

#### What is it?

An appeal (state fair hearing) lets an individual share why they think Tennessee Medicaid services should be reconsidered for approval when UnitedHealthcare Community Plan makes an adverse benefit determination. Reasons for adverse benefit determinations include:

- The denial or limited authorization of a requested service, including determinations based on the type or level of service, requirements for medical necessity, appropriateness, setting, or effectiveness of a covered benefit
- The reduction, suspension or termination of a previously authorized service
- The denial, in whole or in part, of payment for a service
- The failure to provide services in a timely manner, as defined by the state
- The failure of the MCO to act within the time frames provided in § 438.408(b)(1) and (2) regarding the

standard resolution of grievances and appeals

- The denial of an individual's request to dispute a financial liability, including cost sharing, copayments and other individual financial liabilities

#### When to use:

When the individual has given you their written consent to appeal on their behalf.

#### Where to send:

Call, mail or fax the information within 60 calendar days from receipt of our Notice of Adverse Benefit Determination to:

TennCare Solutions  
P.O. Box 593  
Nashville, TN 37202-0593

**Phone** - 1-800-878-3192 (TTY 1-866-771-7043)

**Fax** - 1-888-345-5575

#### How it works:

When we make an adverse benefit determination, and the individual appeals the determination, they have the right to:

- Give their written consent to have a care provider, family member, friend, or lawyer to appeal on their behalf
- Ask UnitedHealthcare Community Plan Member Services for help completing appeal forms and other procedural steps
- Send written comments or documents considered for the appeal
- Present evidence, and allegations of fact or law, in person and in writing
- Receive a copy of the rule used to make the decision
- Review the case file before and during the appeal process. The file includes medical records and any other documents.
- If a hearing is held, attend the hearing on the phone or go to the local Family Support Division office and have someone attend with them
- Ask for continuation of service during the appeal if the individual is a Medicaid recipient (not available for CHIP). However, the individual may have to pay for the service if the final resolution of the appeal is adverse. (As the care provider, you cannot ask for a continuation. Only the individual may do so.)

- Ask for an expedited appeal if waiting for the service could harm the individual's health. (A care provider may help by completing the "Provider's Expedited Appeal Certificate available from TennCare at the link below.)

Find more information about TennCare individual appeals at [tn.gov/tenncare](https://tn.gov/tenncare) > Members/Applicants > How to file a medical appeal?



A copy of the form is online at [providerforms.uhc.com](https://providerforms.uhc.com).

## Individual grievance

### What is it?

A grievance is an expression of dissatisfaction about UnitedHealthcare Community Plan and/or a care provider about any matter other than an adverse benefit determination. This includes quality of care or service concerns and aspects of interpersonal relationships, such as a care provider or employee's rudeness.

### When to use:

You may act on the individual's behalf with their written consent.

### Where to send:

View the [appeals and grievances grid](#) for submission information.

We will send an answer no longer than 90 calendar days from when you filed the complaint/grievance.

## Processes related to reversal of our initial decision

If the state fair hearing outcome is to not deny, limit or delay services while the covered person is waiting on an appeal, then we provide the services:

1. As quickly as the covered person's health condition requires or
2. No later than 72 hours from the date UnitedHealthcare Community Plan receives the determination reversal.

If the state fair hearing decides UnitedHealthcare Community Plan must approve appealed services, we pay for the services as specified in the policy and/or regulation.

## Fraud, waste and abuse



Report fraud, waste and abuse by calling **1-800-690-1606** or using [uhc.com/fraud](https://uhc.com/fraud). You can also call the TennCare Fraud Hotline at 1-833-687-9611 or the Member Fraud Hotline at 1-800-433-3982.

The UnitedHealthcare Community Plan anti-fraud, waste and abuse program focus on prevention, detection and investigation of false and abusive acts committed by you and covered persons. The program also helps identify, investigate and recover money UnitedHealthcare Community Plan paid for such claims. We also refer suspected fraud, waste and abuse cases to law enforcement, regulatory and administrative agencies based on state and federal law. UnitedHealthcare Community Plan seeks to protect the ethical and financial integrity of the company and its employees, covered persons, care providers, government programs and the public. In addition, it aims to protect individual's health.

UnitedHealthcare Community Plan includes applicable federal and state regulatory requirements in its Anti-Fraud, Waste and Abuse Program. We recognize state and federal health plans are vulnerable to fraud, waste and abuse. As a result, we tailor our efforts to the unique needs of its covered persons and Medicaid, Medicare and other government partners. This means we cooperate with law enforcement and regulatory agencies in the investigation or prevention of fraud, waste and abuse.

An important aspect of the compliance program is reviewing our operation's high-risk areas. Then we implement reviews and audits to help ensure compliance with law, regulations and contracts. You are contractually obligated to cooperate with the company and government authorities.



Find the UnitedHealth Group policy on Fraud, Waste and Abuse at [uhc.com/fraud](https://uhc.com/fraud). You may also call **1-800-690-1606** (UnitedHealthcare Community Plan tipline) or 1-800-433-3982 (Division of TennCare & Office of Inspector General).

The Deficit Reduction Act (DRA) has provisions reforming Medicare and Medicaid and reducing fraud within the federal health care programs. Every entity that receives at least \$5 million in annual Medicaid payments must have written policies for entity employees and contractors. They must provide detailed information about false claims, false statements and whistleblower protections under applicable federal and state fraud and abuse laws. As a participating care provider with UnitedHealthcare Community Plan, you and your staff are subject to these provisions.

This policy details our commitment to compliance with the federal and state false claims acts. It provides a detailed description of these acts and of organizational mechanisms that detect and prevent fraud, waste and abuse. It also details how whistleblowing employees are protected. UnitedHealthcare Community Plan prohibits retaliation if a report is made in good faith.

### Exclusion checks

First-tier, downstream and related entities (FDRs), must review federal (HHS-OIG and GSA) and state exclusion lists before hiring/contracting employees (including temporary workers and volunteers), the CEO, senior administrators or managers, and sub-delegates.

This includes the LEIE, General Services Administration (GSA) System for Award Management, and the Social Security Administration Death Master File.

Employees and/or contractors may not be excluded from participating in federal health care programs. FDRs must review the federal and state exclusion lists every month. For more information or access to the publicly accessible, excluded-party online databases, please see the following links:

- [Health and Human Services - Office of the Inspector General OIG List of Excluded Members and Entities \(LEIE\)](#)
- [General Services Administration \(GSA\) System for Award Management](#)

### What you need to do for exclusion checks

Review applicable exclusion lists and maintain a record of exclusion checks for 10 years. UnitedHealthcare Community Plan or CMS may ask for documentation to verify they were completed.

# Chapter 15: Care provider communications and outreach

## Key contacts

Topic	Link	Phone number
Provider education	<a href="https://UHCprovider.com/resourcelibrary">UHCprovider.com/resourcelibrary</a>	1-800-690-1606
News and bulletins	<a href="https://UHCprovider.com/news">UHCprovider.com/news</a>	1-800-690-1606
Provider manuals	<a href="https://UHCprovider.com/guides">UHCprovider.com/guides</a>	1-800-690-1606

## Communication with care providers

UnitedHealthcare is on a **multi-year effort** to enhance our digital delivery channels and transition paper transactions to electronic, whenever possible. Our goal is to make it easier for you to work with us and reduce the time it takes for you to perform claim and clinical activities. We may provide electronic notice of policy, protocol and payment policy changes, news and other important updates.

Accordingly, there are a number of ways clinicians, practice managers, administrative staff, facilities and hospitals can stay up to date on items of interest from UnitedHealthcare:

- **Chat support available**  
Have a question? Skip the phone and chat with a live service advocate when you sign in to the **UnitedHealthcare Provider Portal**. Available Monday–Friday, 7 a.m.–7 p.m. CT, chat support can help with claims, prior authorizations, credentialing and member benefits.
- **UHCprovider.com**  
This public website is available 24/7 and does not require registration to access. You'll find valuable resources, including administrative and plan-specific policies, protocols and guides, health plans by state, regulatory and practice updates, and quality programs.
- **UHCprovider.com/tncommunityplan**  
The UnitedHealthcare Community Plan of Tennessee page has state-specific resources, guidance and rules
- **Policies and protocols**  
[UHCprovider.com/policies](https://UHCprovider.com/policies) > **For Community Plans** library includes UnitedHealthcare Community Plan policies

and protocols

- **Tennessee health plans**  
[UHCprovider.com/tn](https://UHCprovider.com/tn) is the fastest way to review all of the health plans UnitedHealthcare offers in Tennessee. To review information for another state, use the drop-down menu at [UHCprovider.com](https://UHCprovider.com) > Resources > **Health Plans**. Then choose a state and review the types of plans (commercial, Medicare Advantage, etc.) offered in that market.
- **Social media**  
Public websites that provide information about UnitedHealth Group, company updates and partnerships, investor relations, health insights and solutions, and other health care-related topics.
  - Facebook
  - Instagram
  - LinkedIn
  - YouTube
  - X (formerly Twitter)
- **UnitedHealthcare Community and State newsletter**  
Stay current on the latest insights, trends and resources related to Medicaid. **Sign Up** to receive this twice-a-month newsletter.
- **UnitedHealthcare Provider Portal**  
This secure portal is accessible from [UHCprovider.com](https://UHCprovider.com). It allows you to access patient information such as eligibility and benefit information and digital ID cards.
  - You can learn more about the portal in **Chapter 1** of this care provider manual or by visiting [UHCprovider.com/portal](https://UHCprovider.com/portal).
  - You can also access **self-paced user guides** for many of the tools and tasks available in the portal.

- **UnitedHealthcare Network News**

Bookmark [UHCprovider.com/networknews](https://UHCprovider.com/networknews). It's the home for updates across our commercial, Medicare Advantage and Community Plan (Medicaid) health plans.

- Get news related to your role, specialty, health plan and state. When you **subscribe** to Network News, you can update your preferences to select what news you receive.

## Care provider education and training

To help ensure you are reimbursed accurately and patients have access to the care they need, we have developed a full range of training resources, including interactive self-paced courses and quick reference guides along with registration for instructor-led sessions. Topics include the digital solutions available on the UnitedHealthcare Provider Portal, plan and product overviews, clinical tools and state-specific training.

View the training resources at [UHCprovider.com/training](https://UHCprovider.com/training). Content is updated frequently and organized by categories to make it easy to find what you need.

## Email communication – required contact information

We must have a valid email address on file to send you required notifications and important information.

Submit your email address in one of the following ways:

1. Sign up for a **One Healthcare ID**, which also gives you access to the **UnitedHealthcare Provider Portal**.
2. **Subscribe** to Network News email briefs to receive regular email updates. Need to update your information? It takes just a few minutes to manage your **email address** and **content preferences**.
3. Already have a One Healthcare ID? To review or update your email, simply sign in to the **UnitedHealthcare Provider Portal**. Go to “Profile & Settings,” then “Account Information” to manage your email.

## e-Alerts

We also send you communications by e-Alert. This communication method may be used for reminders about educational opportunities or upcoming health fairs.

It also helps reinforce communications from the Network Bulletin, Practice Matters newsletter or information posted on the care provider website.

Request to receive e-Alerts through your provider advocate. If you miss an e-Alert, we publish them on [UHCprovider.com/tncommunityplan](https://UHCprovider.com/tncommunityplan) > **Bulletins and Newsletters**.

## Care provider manual

UnitedHealthcare Community Plan publishes this manual online. It includes an overview of the program, a toll-free number for Provider Services and a list of additional care provider resources. If you do not have internet access, request a hard copy of this manual by contacting **Provider Services** at **1-800-690-1606**.

### Forms

Find the following forms on the state's website at [tn.gov/tenncare](https://tn.gov/tenncare) > Providers > TennCare Provider News, Notices & Forms > **Miscellaneous Forms**:

- Sterilization Consent Form
- Informed Consent for Hysterectomies Form
- Provider Service Agreement (MC 19 Form)