



# Heritage Health Adult Expansion Program

Provider Education

# Agenda

- Mission and Vision
- Medicaid Markets
- UnitedHealthcare Nebraska History
- Medicaid Expansion Overview
- Important Dates
- Benefit Tiers
- Requirements and Criteria
- Enrollment and Eligibility
- Provider Tools

# Mission and Vision

## Mission

Helping people live healthier lives and helping make the health system work better for everyone.

## Vision

Be the most trusted name in healthcare.



## Consumers

Deliver simplicity and earn trust.

## Community Care System

Be a catalyst for person-centered, community-based health transformation.

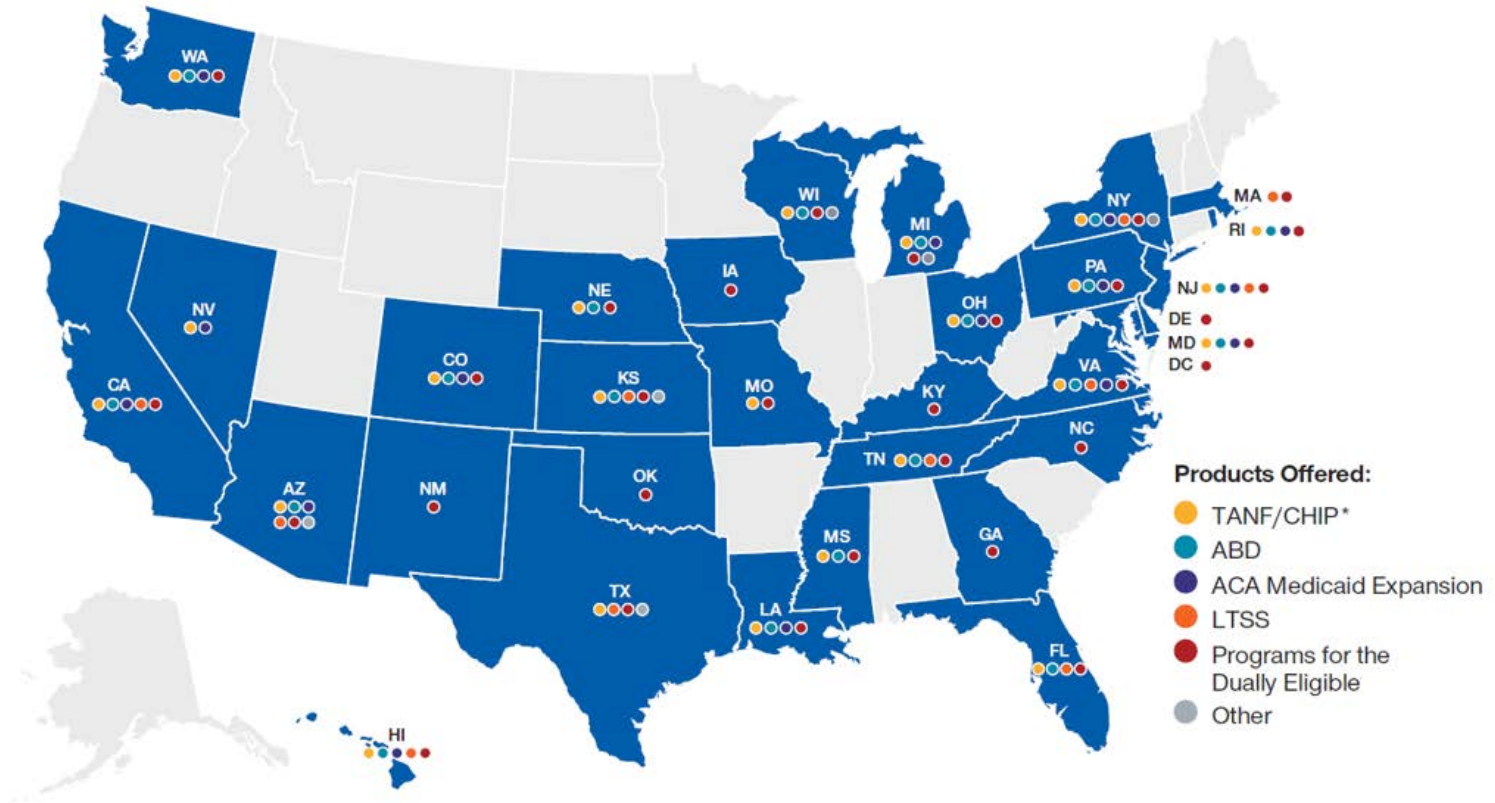
## State Partners

Be the recognized leader in delivering person-centered, community-based health transformation.

# Medicaid Markets

Serving nearly six million people

The following map is current as of June 2020.



\*Includes programs serving TANF and/or CHIP populations

# Our Nebraska History

- UnitedHealthcare has been operational in Nebraska since 1984.
- We have been serving Nebraska Medicaid beneficiaries since 1996, when we serviced three counties.
- In 2010, we were awarded a Medicaid contract that expanded our service area from three to 10 counties.
- In 2017, we implemented the Heritage Health Medicaid contract that expanded our service area from 10 to 93 counties and carved in behavioral health and pharmacy services.
- In 2018, we implemented UnitedHealthcare Dual Complete, a Medicare Advantage plan for individuals who are enrolled in both Medicare and Medicaid.



# Medicaid Expansion Overview

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- In 2018, Nebraskans voted to approve Initiative 427, which extended Medicaid coverage to adults, ages 19 - 64, whose annual income is less than 138 percent of the federal poverty level.
- The Department of Health and Human Services (DHHS) estimates 90,000 individuals will be eligible for Medicaid Expansion in Nebraska.
- Heritage Health Adult Expansion will be the name of the new Medicaid Expansion program.
- This program builds on the existing Heritage Health program for current Medicaid beneficiaries.

# Important Dates

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DHHS started accepting applications on **Aug. 1, 2020.**

The Heritage Health Adult program will begin effective **Oct. 1, 2020.**



# Benefit Tier Requirements

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- Heritage Health Adult expansion members will be enrolled in managed care plans through the existing Heritage Health program. Unlike existing Medicaid-eligible individuals, Heritage Health Adult members will receive either Basic or Prime benefits.
  - Basic benefits include comprehensive medical, behavioral health and prescription drug coverage.
  - Prime benefits include Basic benefits plus vision, dental and over-the-counter medications.
- Heritage Health Adult members will receive Prime benefits if they're one or more of the following:
  - Medically frail
  - Ages 19 or 20
  - Pregnant



# Medically Frail Criteria

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Heritage Health Adult beneficiaries may be evaluated and determined to be medically frail by DHHS.

To be determined medically frail, the beneficiary must have a documented condition attested to by a qualified health care provider, who is able to diagnose within their scope and practice and is licensed and in good standing within the state in which they practice, or be identified through analysis and evaluation of historical claims data performed by the MCO, or information supplied by DHHS, that falls into one or more of the following categories:

- Disabling mental disorder (including serious mental illness)
- Chronic substance abuse disorder
- Physical, intellectual or developmental disability with functional impairment preventing the member from performing one or more activities of daily living for each activity occurrence
- Has a disability determination based on Social Security criteria
- Serious and complex medical condition(s)
- Chronically homeless, as defined by the U.S. Department of Housing and Urban Development

# Care Provider Requirements

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- Providers must be enrolled with Nebraska Medicaid and with the patient's MCO prior to providing services to Heritage Health Adult members.
- Providers may be asked to attest to their patient's medically frail status, which will include the relevant diagnoses.
- The attestation form will be made available to the patient and can be found online at [dhhs.ne.gov/pages/Medically-Frail.aspx](https://dhhs.ne.gov/pages/Medically-Frail.aspx).
- The attestation form can be submitted by the provider to DHHS using one of the following methods:
  - **Online:** Upload the form to [ACCESSNebraska](https://dhhs.ne.gov/pages/accessnebraska.aspx) at [dhhs.ne.gov/pages/accessnebraska.aspx](https://dhhs.ne.gov/pages/accessnebraska.aspx).
  - **Email:** Send the form to [dhhs.medfrailreview@nebraska.gov](mailto:dhhs.medfrailreview@nebraska.gov).
  - **Mail:**

**Attn: Heritage Health Adult Medically Frail Determinations**  
P.O. Box 95026  
Lincoln, NE 68509

# How To Enroll

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- Individuals can apply:
  - **Online:** [ACCESSNebraska.gov](https://ACCESSNebraska.gov)
  - **By phone:** 855-632-7633
  - **In person:** At a local DHHS office
- Paper applications will be mailed upon request and can be returned to DHHS via:
  - **Email:** [DHHS.ANDICenter@nebraska.gov](mailto:DHHS.ANDICenter@nebraska.gov)
  - **Mail:** P.O. Box 2992 Omaha, NE 68103-2992
  - **Fax:** 402-742-2351
- Heritage Health Adult members will join one of the existing MCOs.
- Members can change health plans any time during their first 90 days of enrollment or during open enrollment (November 1 – December 15).






# Retroactive Coverage

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- Heritage Health Adult members will be eligible for retroactive coverage.
- Retroactive coverage for Heritage Health Adult members will not cover claims for services provided before Oct. 1, 2020.
- Heritage Health Adult members will be able to receive up to three months of retroactive coverage beginning January 2021.

# Eligibility Verification

 <b>UnitedHealthcare</b> ®   Community Plan	
Health Plan/Plan de salud (80840) <b>911-87726-04</b>	
<b>Member ID/ID del Miembro:</b>	<b>Group/grupo: NESHAD</b>
<b>Member/Miembro:</b>	<b>Payer ID/ID del Pagador : 87726</b>
<b>Medicaid Number:</b>	 <b>Rx Bin: 610494</b> <b>Rx Grp: ACUNE</b> <b>Rx PCN: 4444</b>
<b>PCP Name/Nombre del PCP:</b>	
<b>PCP Phone/Teléfono del PCP:</b>	
0501	Administered by UnitedHealthcare of the Midlands, Inc.



We recommend you verify eligibility before providing medical services and/or medication to UnitedHealthcare Community Plan members\*.

- Use Link at **[UHCprovider.com/eligibility](https://UHCprovider.com/eligibility)**
- Call Provider Services at **866-331-2243**
- Call the Nebraska Medicaid Eligibility System (NMES) at **800-642-6092**

\*Not doing so may result in claim denial.

# **Provider Tools**

# Prior Authorization

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Our prior authorization process for Heritage Health Adult Expansion will be the same as it is for the current Heritage Health program. For a complete listing of prior authorizations, visit **[UHCprovider.com/priorauth](https://UHCprovider.com/priorauth)**.

You can submit prior authorization requests online using the Prior Authorization and Notification tool on Link.

1. Sign in to Link by going to **[UHCprovider.com](https://UHCprovider.com)** and clicking on the Link button in the top right corner.
2. Select the Prior Authorization and Notification tile on your Link dashboard.
3. View notification requirements.
4. Identify and bill other insurance carriers when appropriate.

# Claims Process

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EDI Form: CMS-1500 or UB-04

Payer ID: 87726

Link: **[UHCprovider.com/claims](https://UHCprovider.com/claims)**



UnitedHealthcare Community Plan of Nebraska

P.O. Box 31365

Salt Lake City, UT 84131

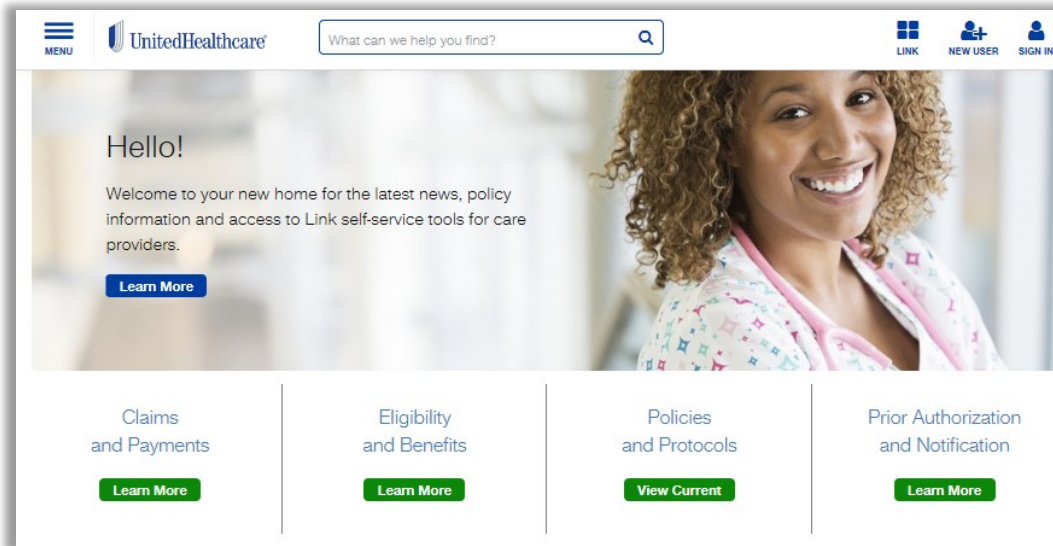


**All health care professionals and facilities must hold a current Nebraska Medicaid provider identification (ID) number to seek reimbursement for Medicaid services.**

- Provider enrollment for Medicaid is handled by Maximus
- The enrollment form can be found online at:  
<http://dhhs.ne.gov/Pages/Medicaid-Provider-Screening-and-Enrollment-Forms.aspx>



# Resources: UHCprovider.com



## Register

at  
**UHCprovider.com/newuser**  
to use Link, your gateway  
to UnitedHealthcare's  
online tools.

## Find

administrative guides, policies  
and protocols.

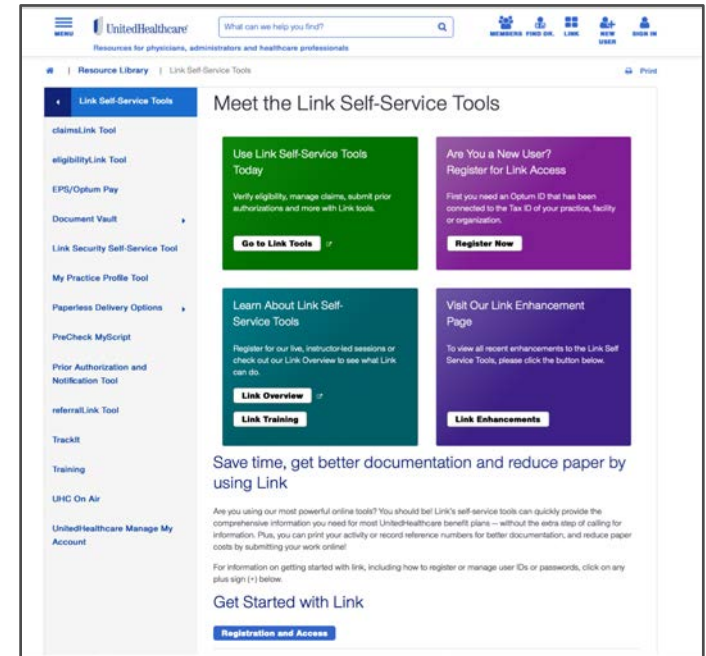
## Access

the most used transactions and  
information.

# Resources: Link

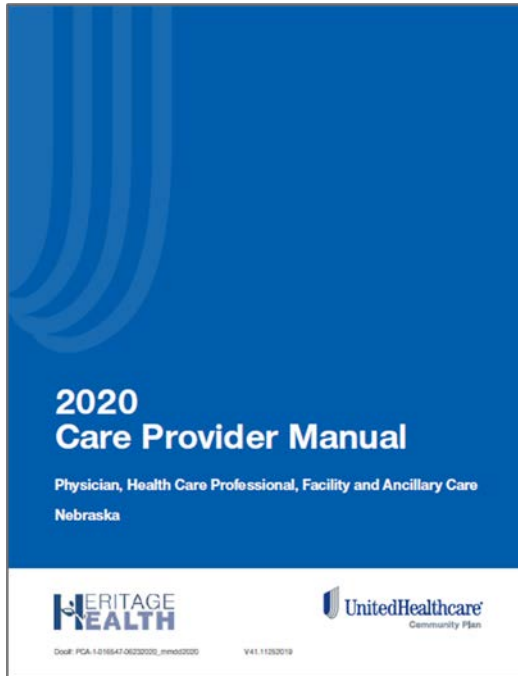
Access Link through **UHCprovider.com/Link**

- **eligibilityLink:** Benefits and eligibility information
- **claimsLink:** Claim status and payment determination/remediation
- **Electronic Payments and Statements**
- **Document Vault:** Contains commercial claim letters
- **Paperless Delivery Options:** Turn off paper letters
- **Prior Authorization and Notification:** Prior authorization determination and submission
- **referralLink:** Referral determination and submission
- **PreCheck MyScript:** Run a pharmacy trial claim and get real-time prescription coverage detail for your patients



# Resources: Manual and Education

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Access the [Nebraska Care Provider Manual](https://UHCprovider.com/NECommunityPlan) and other guides at **UHCprovider.com/NECommunityPlan** > Provider Administrative Manual and Guides.

## **Additional UnitedHealthcare Support Opportunities**

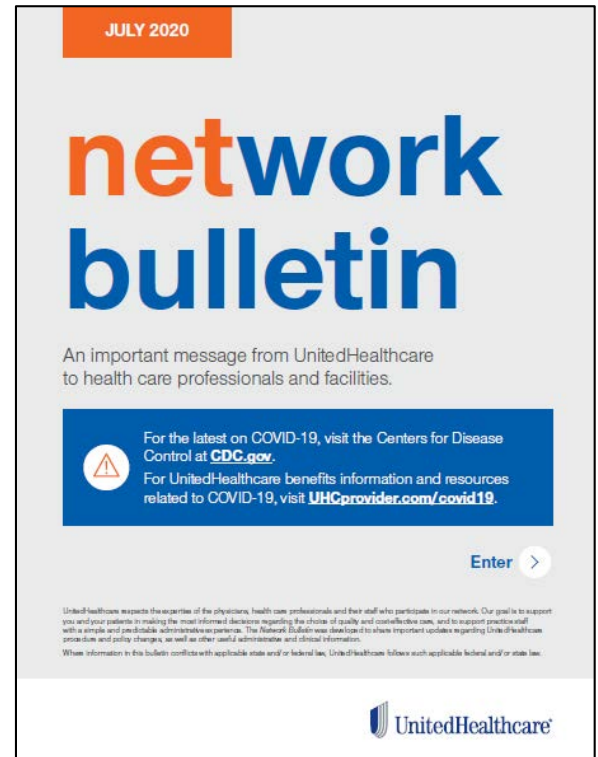
Our health plan would love to partner with your office. We can offer:

- Member education materials
- Lunch and learns

# Resources: Network News

Access updates for care providers, practice managers, facilities and hospitals at [UHCprovider.com/News](https://UHCprovider.com/News).

- **Sign up** for provider news email updates
- **Explore** the Network Bulletin for monthly updates to protocol and policy changes, administrative information and more
- **View** featured and archived articles



# Resources: Important Contacts

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## Provider Services

- 866-331-2243  
7 a.m. – 8 p.m. Central Time, Monday – Friday



## Provider Relations Representative

- Medical: [Nebraska\\_PR\\_Team@uhc.com](mailto:Nebraska_PR_Team@uhc.com)
- Behavioral Health: [Provider Advocate Contact Information](#)



## Credentialing and Contracting

- [UHCProvider.com/join](https://UHCProvider.com/join)
- 877-842-3210



## OptumRx

- 877-305-8952  
8 a.m. – 8 p.m. Central Time, Monday – Friday

# Thank you.

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