



The quarterly newsletter for Indiana health care professionals



Here's what's new

- The UnitedHealthcare Community Plan of Indiana Hoosier Care Connect newsletter has the information you need to help you do business with us
- The newsletter is published quarterly. We'll cover a range of topics, including the benefits of digital tools, manual overviews, Indiana Department of Health guidance and more.

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Questions?

Check out our [UnitedHealthcare Community Plan of Indiana homepage](#).



What is HEDIS?

HEDIS® is a set of standardized measures designed by the National Committee for Quality Assurance (NCQA). HEDIS uses measures to gauge performance on care and service.

HEDIS helps you identify and eliminate gaps in care. You can use HEDIS to help ensure timely and appropriate care for your patients. You can also use rates to measure compliance with certain incentive programs.

You have an important role when it comes to HEDIS. You should:

- Complete accurate care within the specified time frames
- Accurately code all patient claims
- Clearly document all the care provided in patient medical records

It is also important to respond to requests for medical records each spring.

The **PATH reference guide** can help you better understand the specifications for many of the quality measurement programs and which billing codes to use. For additional resources, please visit **PATH program page**.



Enhancing care: Incontinence supplies

For patients, ages 3 years and older, Hoosier Care Connect offers comprehensive coverage for incontinence supplies, subject to a monthly limit. We understand the crucial role these supplies play in enhancing patient comfort and quality of life. This coverage includes various incontinence products, providing essential support to patients in need.

Navigating the process

To access this coverage, a prescription and prior authorization are required. Our streamlined process helps ensure that patients receive the support they need while maintaining necessary oversight. As part of our commitment to seamless care, we have established a collaborative partnership with Diaper King Club, a trusted provider in the field.




Support during authorization

Our collaboration with Diaper King Club serves to bridge the gap during the prior authorization process. They offer interim supplies to patients while the authorization for ongoing deliveries is in progress. This initiative aims to minimize any disruption to patient care and ensure a consistent supply of essential incontinence products.

Should you encounter patients who require incontinence supplies covered by Hoosier Care Connect, you can initiate orders directly with Diaper King Club. Simply contact them at **317-924-2464** (fax 317-737-2570) to facilitate the order process. By working in tandem with Diaper King Club, we are dedicated to simplifying the procurement of these essential supplies.

The Individual Health Record

The Individual Health Record (IHR) is a technology platform that provides a robust digital record of a person's UnitedHealthcare health care history. IHR takes cross-system data and transforms it into a clear summary of each person's health history and current health status.

 Information	 Care	 Coordination
<p>Delivers patient information across all patient encounters in the health care delivery system.</p> <ul style="list-style-type: none">• Includes diverse data, such as inpatient, outpatient, ambulatory, in-network, out-of-network and reported sources, combined into a single record• Gives you access to current and historical diagnoses, visits, medications and tests from physicians outside your practice	<p>Provides a broader view of your patients' overall health care experience. It benefits care teams in several important ways:</p> <ul style="list-style-type: none">• Makes the most of the patient's visit, potentially closing gaps in care• Identifies potential admission/readmission risks early, so you can take preventive measures	<p>Reduces unnecessary or duplicated tests and appointments as all clinical teams work from the same patient information.</p> <ul style="list-style-type: none">• Helps lighten your administrative burden by automating the movement of data• Uses near real-time data to help decrease possible test duplication and increase the ability to monitor items, such as medication• Gives a broader understanding of your patients' overall health care

How do I request access to IHR?

- Go to UHCprovider.com/newuser
- Contact UnitedHealthcare Web Support at providertechsupport@uhc.com
- Call **866-842-3278**, option 1, 8 a.m.–8 p.m. ET, Monday–Friday



Whom can I reach out to for questions about IHR?

Call the dedicated service team at **888-761-0346**, 8 a.m.–8 p.m. ET, Monday–Friday. They'll research the issue and validate the information.

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