



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](#).



Tips for completing medical claims

We have online tools and resources to help you manage your practice's claim submission and payment. To help ensure clean claims, here are a few important things to remember:

- A National Provider Identifier (NPI) or Legacy Provider Identifier (LPI) number is required on all claims
- A complete diagnosis is also required on all claims
- Claims filing deadline: Refer to your contract with UnitedHealthcare to identify the timely filing deadline
- Claims processing: Clean claims, including adjustments, will be adjudicated within 21 days of receipt. HCBS claims must be paid within 7 days and paper claims within 30 days.
- Balance billing: The member cannot be balanced billed for services covered under the contractual agreement
- Member eligibility: You are responsible to verify member eligibility through the **Indiana Health Care Portal (IHCP)**

Coding issues

- Incomplete or missing diagnosis; invalid or missing HCPCS/CPT® codes
- Submitting claims with codes that are not covered services
- Required data elements missing (e.g., number of units) Missing/incorrect information
- Claim form missing place of service or other health care professional information
- Box 33 is missing ZIP+4 that matches IHCP address listed

Access the **Claim Submission and Processing manual** for more information.

Electronic Payer ID: 87726

Claims mailing address:

UnitedHealthcare Community Plan
P.O. Box 5240
Kingston, NY 12402-5240



Essentials boxes

If your patient is experiencing food insecurity or other financial hardships that make meeting monthly costs a challenge, we can help.

An essentials box is filled with items such as rice, fruit cups, tuna, oatmeal, toilet paper, dish soap, toothpaste and trash bags.




These items can provide short-term relief to a patient in need. Once we receive your referral, we will follow up to connect your patients to longer-term supports and services through community-based organizations such as food pantries, meal delivery programs or rent/utility assistance programs. Care coordination may also be appropriate for individuals with chronic health conditions that are easily exacerbated by malnutrition.



Please send an email to **in_hpops@uhc.com** to begin an essentials box referral.

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.

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