Point of Care Assist

Frequently asked questions

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Overview

Point of Care Assist® adds real-time benefit information to your patient's existing electronic medical record (EMR). With Point of Care Assist, you get real-time insights into a patient's specific coverage, including medical, labs, prior authorization, eligibility and cost data, at the point of care.

General questions

What type of information is available in Point of Care Assist?

Point of Care Assist integrates UnitedHealthcare health and benefit data within the EMRs to provide near real-time insights on care needs, aligned to a patient's specific member benefits and costs. The information is made available as part of the provider workflow. It is designed to allow you to quickly and easily check prior authorization requirements; access quality rating and cost estimates, referrals, and lab selection; and identify potential gaps in care to better serve your patients.

How can Point of Care Assist help you?

Point of Care Assist may help improve your workflow processes and reduce administrative burden by making it easier to check prior authorization, referral requirements and associated costs at the point of care. By providing this to your patients, it may also help improve patient outcomes, leading to higher Consumer Assessment of Healthcare Providers and Systems (CAHPS®) scores, Medicare and Medicaid Star Ratings, and increasing the potential to earn value-based incentives.

How can Point of Care Assist improve the health care experience for patients?

Point of Care Assist gives you the information needed to help your patients find lower-cost care options, promote cost transparency and ultimately increase patient satisfaction. You'll also be able to help patients find physicians and specialists who have been designated as Premium Care Physicians by the UnitedHealth Premium® program. This means they've met benchmarks for quality and cost-efficient care, which may support better health outcomes.

Does Point of Care Assist need PHI information from the EMR?

No. Point of Care Assist uses only minimal required information to determine if the patient is an eligible member.

How reliable is the information provided by Point of Care Assist?

All patient information is updated in near real time — 24 hours a day, 7 days a week — to help ensure you get the additional insights you need to deliver the best possible care to your patients.

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Integrating with EMRs

How is Point of Care Assist integrated with EMRs?

We have a list of trusted affiliates that will provide the technical labor to install and integrate Point of Care Assist into your EMRs.

How can Point of Care Assist add value to EMRs?

One study from Stanford Medicine showed that 67% of primary care providers would like to see more system-wide information sharing. In addition, 32% agreed they want more access to financial information to help patients understand the cost of care.[1]

How can I assess this information?

Patient data is automatically added to existing EMRs as part of your current workflow processes. There are no additional steps on your part, and information is updated in near real-time for patients enrolled in a UnitedHealthcare medical plan.

What EMRs does Point of Care Assist support?

Current EMRs include Athena, Veradigm, eClinicalWorks and NextGen.

What is the implementation timeline?

Ask your UnitedHealthcare Interoperability Solutions Manager for current activations and timelines by EMR versions.

Using Point of Care Assist

If I submit a prior authorization request in a Point of Care Assist record, will I be able to access it in the Prior Authorization and Notification (PAAN) tool?

Yes. Point of Care Assist and prior authorization/advance notification use the same source of truth. Therefore, you can see the same prior authorizations in both systems.

When referrals are required, can I submit the referral in Point of Care Assist?

Not at this time. While Point of Care assist can help you find high-quality, lower-cost providers to refer to your patients, it currently doesn't support referral submissions.

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Using Point of Care Assist (cont.)

For which services can I submit a prior authorization request in Point of Care Assist?

You can use Point of Care Assist to submit prior authorization requests for many services. Some services such as genetic testing, oncology and specialty guidance program will require you to submit the request via additional avenues.

Cardiology and radiology prior authorizations are now available for Epic groups. These additional prior authorization services are in progress for other EMRs (athenahealth, eClinicalWorks, Veradigm-TouchWorks, NextGen and Practice Fusion), but continue to require a request be submitted via additional avenues. Visit the following links for more information:

Cardiology: Cardiology
Radiology: Radiology

Is UMR membership/benefit information available in Point of Care Assist?

UMR Choice Plus (Payer ID 39026) gated eligibility and Quality Care Opportunities are available in Point of Care Assist.

Getting started

How much does Point of Care Assist cost?

UnitedHealthcare absorbs the cost of integrating Point of Care Assist into your EMRs.

How much time do you need to do an on-premises integration for Epic?

On-premises integration/activation with your EMR depends on which EMR version you have.
For more information, we encourage your EMR IT/IS team to have a more detailed discussion with a UnitedHealthcare integrator.

Where can I go to get more information about Point of Care Assist?

Contact your UnitedHealthcare Interoperability Solutions Manager, or visit **UHCprovider.com/poca.**

[1] Stanford Medicine, Harris Poll. December (2018).

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