
UnitedHealthcare Montgomery County Medical Society Payer Gathering

November 19, 2013



ICD-10 - UnitedHealthcare's Commitment



Full Regulatory Compliance

- UnitedHealthcare will fully comply with the regulatory mandate as described in the Final Rule published September, 2012.
- UnitedHealthcare will fully comply with all Medicare (CMS) requirements for ICD-10 code-set usage.

Transition Neutrality

- Operational Stability
- Clinical Integrity
- Revenue Predictability

Full Remediation for Native Processing

- Any technology system, not scheduled to be retired, must be reconfigured or to accept, process and output results for all transactions using compliant ICD-10 code sets.
- Processing will be based on discharge date (inpatient) or date of service (outpatient).
- UnitedHealthcare cannot accept ICD-10 codes before the transition date.

Physician Contract

- If you are party to a UnitedHealthcare physician contract (or bill on a HCFA 1500) there is no need to remediate or re-contract based on the ICD-10 mandate

Readiness Statement

UnitedHealth Group and all of its affiliates plan to be fully compliant with ICD-10 by the federal mandated date of October 1, 2014.

UnitedHealthcare has a well-established Project Management Organization that has completed an inventory of the changes required, and has a plan in place to implement and test these changes. As part of our ICD-10 implementation plan we will conduct an all-encompassing trading partner testing schedule, and provide training on these changes.

UnitedHealthcare's ICD-10 Website

UnitedHealthcare's ICD-10 website allows our delivery-side partners to receive information when they need it.

Go to: www.unitedhealthcareonline.com

ICD-10-EM Training



Resources

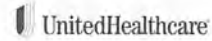
Partnerships

Access to:

- On-demand education module and PowerPoint presentations
- FAQs and ICD-10 readiness assessment solution tool
- ICD-10 focused website links
- AAPC



Access to a Variety of Communications



Providing access to a variety of communications resources regarding the ICD-10 transition and how UnitedHealthcare's can help is a priority.



Network Bulletin:

[July 2012: HIPAA 5010 Transition Paves the Way for ICD-10](#)
[September 2012: ICD-10: Why 24 Months is Really 18 Months](#)
[January 2013: UnitedHealthcare and AAPC Partner on ICD-10](#)
[May 2013: ICD-10: Plan Ahead and Take a Strategic Approach](#)

UnitedHealthcare Administrative Guide
TriCare Provider Handbook

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Questions?



ICD-10 Questions can be sent to:
lcd10questions@uhc.com

Together we "Can Do"
ICD-10
International Classification of Diseases

UnitedHealthcare works to put the "Can Do" into your transition to ICD-10.

We've developed an extensive assortment of resources and tools - and even negotiated deep discounts with partner organizations to help our network providers manage the switch.

Log on to: UnitedHealthcareOnline.com today, and access our ICD-10 page (under Quick Links).

6 UHC22311_20130911

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View360°

View360™ Online Tools

Screen Shot Demo

What is View360™?



Aligns UnitedHealthcare's physician communications and measurement criteria across benefit plans to effectively help physicians by identifying and communicating potential clinical gaps



Setting The Foundation

Clinical preventive health indicators and claims for Medicare, Medicaid and Employer plans
Creates an integrated scalable infrastructure and data foundation



Aligning The Experience

Portal
Outreach
Reporting



Building on Success

Accountable Care Organizations
Medicare Reform
Patient-Centered Medical Home
Performance-Based Contracting

a1

Access View360 from UnitedHealthcareOnline.com



View360™

Welcome to View360 a new perspective on patients' health. View360 monitors month-to-month changes in preventive screening measures for patients with Commercial and Medicare benefits who receive care from the following UnitedHealthcare contracted primary care physicians and specialists:

- Primary Care - General Practice
- Primary Care - Internal Medicine
- Primary Care - Family Practice
- Gynecologist
- Obstetrical/Gynecologist
- Pediatrician
- Allergist
- Cardiologist
- Endocrinologist
- Nephrologist
- Neurologist
- Pulmonologist
- Rheumatologist

Related Links

• [Clinical Management](#)

• [Learn more about View360 Physician Services](#)

• [Need help? Contact us at 866-270-5588](#)

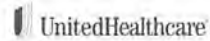
Please click on the button below to access View360.

View360™

Go to UnitedHealthcareOnline.com and click on the View360 link from the Clinician Resources menu

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Widen Your Perspective: View360



- To learn more about the View360 program and access online tools and resources, please visit UnitedHealthcareOnline.com > Clinician Resources > View360
- To request View360 physician services and support please contact us via email at View360@uhc.com or by calling 866-270-5588. Our advisors are available Monday through Friday, 9 a.m. to 8 p.m. ET
- View360 will help your office manage your patient care. When you are tracking a patient, you may notice they have not had a service that your office can provide. Making an outreach to the patient and scheduling follow up visits will help ensure your patients are staying on top of preventative care and screenings.

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Claim Estimator Overview



Physicians nationwide who work with UnitedHealthcare have access to our online claim-estimating tool that makes confirming eligibility and anticipating costs associated with medical care easier and faster for both physicians and consumers.

With UnitedHealthcare's Claim Estimator, physicians can determine in advance of a patient's office visit whether the patient is covered for a procedure and the estimated cost of the service. The cost estimate includes how much the patient will owe and how much the physician is likely to be reimbursed. The Claim Estimator provides this estimate in less than 10 seconds without requiring physicians or their staff to submit paperwork or make phone calls to verify patient eligibility and reimbursement rates.

The Claim Estimator is available to doctors at UnitedHealthcare's dedicated physician website: UnitedHealthcareOnline.com

11

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Benefits of Claim Estimator:

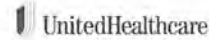


- Ability to better manage compliance with rules and regulations.
- Simplification of claim submission.
- Enables "what if" scenarios and will test in advance whether the claim submitted meets coding guidelines.
- Helps reduce the likelihood of time-intensive claim adjustments.
- Provides "real time" coverage information.

12

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Policies & Protocols



Navigation: About Us | Contact Us | Physician Directory | Practice Facility Profile | UnitedHealthcare Premium | Help

UnitedHealthcare Online

User ID: Password:

Forgot Your ID | Forgot Password | New User | Bookmark This Site

Navigation: Patient Eligibility & Benefits | Claims & Payments | Notifications/Prior Authorizations | Tools & Resources | Clinician Resources

Home > Tools & Resources > Policies, Protocols and Guides

Policies, Protocols and Guides

Administrative Guides
Find information on filing claims, adjustments and appeals, notification requirements, protocols, contact information and more.

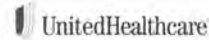
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- [UnitedHealthcare - Administrative Guide - 2012 \(FOR USE in IL and TN\) -](#)
- [UnitedHealthcare - Administrative Guide - 2011 -](#)
- [TRIC-RE Provider Handbook - 2013 -](#)
- [More...](#)

Protocols (most protocols available in administrative guides)
View programs and procedures related to providing services or conducting business with UnitedHealthcare and other Partners. Please refer to your agreement for specific information relating to these protocols or contact your UnitedHealthcare Network Management Account Manager.

- [Credentialing & Recredentialing Plan 2011-2012 -](#)
- [Credentialing Plan State and Federal Regulation - Standalone -](#)
- [Advance & Admission Notification](#)
- [Protocol on the Use of Non-Participating Laboratories, Services \(New Jersey, Only\) -](#)
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13

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Home > Tools & Resources > Policies, Protocols and Guides

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14

Optum Cloud Dashboard

CONNECT. EXCHANGE. EVOLVE.



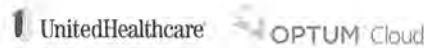
Pilot Program Key Focus Areas

The Optum Cloud Dashboard pilot program (originally known as Touch Point) was created to make it easier to do business with UnitedHealthcare. It was tested between January 1, 2012 to December 31, 2012, in three states (NY, OH, WI) with physicians, hospitals and other health care facilities for effectiveness and ease of use.

Opportunity	Solution
① One Website	Building a single platform to bring together multiple websites and incorporate new applications to simplify future transactions.
② Electronic Attachments	Creating an application to allow physicians to submit attachments electronically for claim reconsiderations.
<ul style="list-style-type: none"> • Pre- and post-pilot surveys conducted to measure satisfaction • Voice of the provider sessions held throughout pilot 	<ul style="list-style-type: none"> • 209% increase in satisfaction with ease of doing business with UnitedHealthcare* • 92% satisfied with claim reconsideration with attachment application*

*Based on 87 pilot participants who responded to a survey conducted by UnitedHealthcare in November 2012.

What Is Optum Cloud Dashboard?



UnitedHealthcare is taking another step forward in helping to ease our providers' administrative burden with the addition of new features and functions on Optum Cloud Dashboard, a cloud-based website. Through our strategic partnership with Optum, a leader in innovative health care technology solutions, you will be able to submit claims with attachments through Optum Cloud Dashboard, easing your administrative burden.

It will be available for the following:

- UnitedHealthcare Commercial
- Medicare Solutions
- Oxford
- UnitedHealthcare West and
- UnitedHealthcare Community Plan.



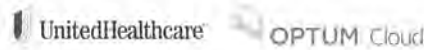
The claim reconsideration application is not available for:

- TRICARE West,
- UnitedHealthcare Plan of the River Valley, Inc. (Commercial and Community Plan),
- UnitedHealthcare Community Plan of the District of Columbia, Kansas, Louisiana, Michigan and Nevada claims.

Optum Cloud Dashboard is an Optum product, however, the applications within it are developed by and branded UnitedHealthcare.

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Features & Functionality



Additional features and functionality will be added to Optum Cloud Dashboard.

The initial roll out includes the following applications (apps):

- Provider Managed Security
- Claim Reconsideration with *Attachments*



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Feedback & Future Apps



"We love [it]. Issues were taken care of in a very timely manner, the portal reduced communication stressors by enabling me to see the "Action" taken and comments made by the processor. **The scanning feature is a must have and you have a HUGE leg up on your competitors as far as working denials!!**"



SAVE TIME

Studies show that online claim reconsiderations take an average of 60 percent less time than paper submissions.

"Why would any provider not use this? It's so easy and much quicker to submit reconsiderations. **It saves time and paper...**It is easier to check the status as well."



SAVE MONEY

Spend less on postage, paper and printing by submitting reconsiderations online.

Next Generation Applications (apps)



Scheduling & Registration app

A single source to obtain customizable benefit and eligibility information, streamline authorization process and summarize a patient's financial responsibility.



Claims Management app

A receivable tool to view all UnitedHealthcare claims and increase transparency of claim outcomes. Reconsiderations and refunds will be available with this app.



REDUCE CALLS

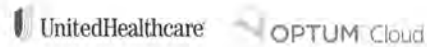
Our pilot showed that using the electronic claim reconsideration with attachment app reduced the need for a follow-up phone call by 37 percent.

Tips for Getting Started



- UnitedHealthcareOnline.com Password Owners and ID Administrators must have an active user ID and password.
- Billing companies must be registered on UnitedHealthcareOnline.com and have Multi-TIN Access set up in order to access Optum Cloud Dashboard.
- All registrants must have a unique email address. If you share an email address with another UnitedHealthcareOnline.com user, please update the *My Account* section with a unique email address.
- Establish your own UnitedHealthcareOnline.com user ID if you currently share one.
- Enable JavaScript and confirm you have the current version of your Internet browser. Versions lower than Internet Explorer 8, Firefox 10 and Safari 5 will not provide the best view of Optum Cloud Dashboard and eventually will not be supported.

Next Steps



Visit UnitedHealthcareOnline.com for the most current information:
Home > Tools & Resources > Health Information Technology > Optum Cloud Dashboard

UnitedHealthcareOnline.com Password Owners & ID Administrators:

- Ensure all users have a unique email address
- Confirm all users have their own individual user ID and password
- Register for Optum Cloud Dashboard once available

UnitedHealthcareOnline.com Standard Users :

- Look for an email invitation to join Optum Cloud Dashboard
- Remind password owners to register and start the process for you



21

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Network Contracting and Provider Relations Integration



The Right Resource at The Right Time

Physician/Facility Advocates

- Issue resolution for service failures
- Education
- Liaison for physicians and all UHC business segments



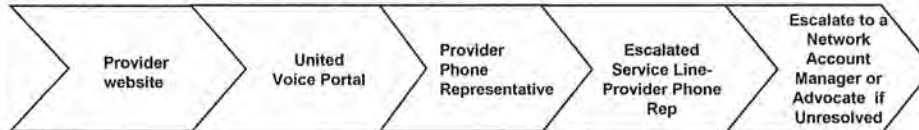
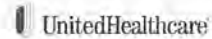
Network Contracting

- New agreements
- Renewals
- New product adds
- Contract questions
- Physician/Facility set up

22

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Escalated Service Model



First Step

- Submit claim adjustment and make note of document tracking number (15-digit C number; not available when reconsideration is mailed)
- Online via UnitedHealthcareOnline.com > Claims & Payments > Claim Reconsideration
- Via United Voice Portal at 877-842-3210
- Mail claim reconsideration form to claim address on member health care ID card

Second Step

- Check claim status to see if claim has been reprocessed; please allow 20 days for processing or reprocessing of claim
- If claim is not resolved, please escalate to your local UnitedHealthcare Network Account Manager if contract related or your Advocacy team if claim related.
- To find your Network Account Manager, go to the contact us section of www.unitedhealthcareonline.com.
- The Advocacy Team can be reached at MidAtlantic_PR_Team@uhc.com.

A Changing Health Care Landscape



- New regulations, political forces and patient expectations are changing health care in America
- Health plans and physicians are being called on to close gaps in care and improve overall quality
- And increasingly, the Centers for Medicare and Medicaid Services (CMS) is moving to tie reimbursement for Medicare services directly to patient outcomes
- Together, we can help Medicare beneficiaries get the most from their benefits — meaning better use of limited resources and more satisfied patients for you and your practice

