



# UnitedHealthcare<sup>®</sup> Community Plan

Provider Incentives

# Key points about incentives with United Healthcare



## Membership

Number of members assigned determines eligibility to qualify for incentives



## Quality performance

We look at providers that collaborate in quality and strive to improve member care


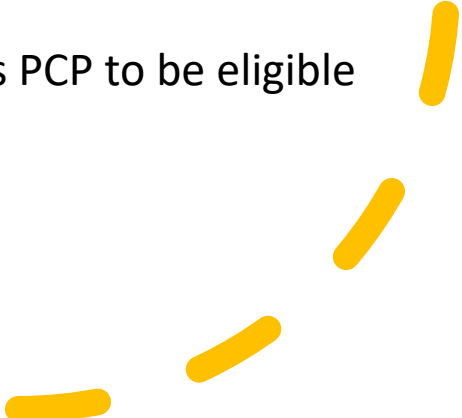
We offer micro incentives on a pilot basis for PIP topics



## Quality measures

We look at HEDIS® measures that impact the largest sector of our membership population

We offer incentives to close gaps in care that ultimately improve the overall quality of care for our members

- 
- Challenges to RHC, FQHCs with closing gaps in care:
    - Coding – specific codes close gaps and are different for each measure. We work with providers to educate on PATH guides and have this information on our portal to help guide with coding.
    - RHCs and FQHCs may bill as a facility, and only have certain number of codes to use.
    - Some measures (FUH-Follow-Up After Hospitalization for Mental Illness) require specialist to close the gap and if billing as facility this may not close the gap
    - Flat rate reimbursement and may not code all items required to close gaps
    - Member needs to be linked to the provider as PCP to be eligible for incentives
- 

# Examples specific to Rural Health Clinics



## Improving Healthy Louisiana Developmental Screening Rate

The state **requires** objective developmental screenings to be conducted during Early and Periodic Screening, Diagnostic, and Treatment (EPSDT), or HEDIS® W30 preventive visits in accordance with the American Academy of Pediatrics (AAP)/Bright Futures® periodicity schedule, at **9, 18, and 30** months of age.

### Developmental screens are a billable service:

- Please add the code **96110** to your claims with a completed, approved global developmental screen on a child under the age of 3 years.
- While FQHC/RHC are not eligible to bill specific code to be reimbursed by Medicaid, they are eligible for the additional incentive offered by United Healthcare.
- To qualify for incentive reimbursements, the member *must be linked* to the provider performing the developmental screen and the CPT code **96110** must be added to the claim.



## Building Healthy Smiles with Fluoride Varnish Application in the medical home!

- The Louisiana Department of Health (LDH) and UnitedHealthcare (UHC) want to increase Fluoride Varnish Application by PCPs for all Medicaid enrollees aged 6 months through 5 years of age.

### Cost, Coding, and Reimbursement:

- Fluoride varnish is inexpensive. Cost is approximately \$1.00 - \$3.00 per dose.
- For FQHC/RHCs, an **incentive** is available per Fluoride varnish application twice a year by UHC. **CPT Code 99188 must be submitted on the claim.**
- **To qualify for incentive reimbursements**, the member must be linked to the provider performing the Fluoride Varnish Application
- **Training and Certification for Healthcare Professionals:**
  - Online web-based training offered by *Smiles for Life Oral Health Curriculum* for providers and staff at <https://www.smilesforlifeoralhealth.org/>
- Dental providers, physicians, nurse practitioners, physician assistants, registered nurses, licensed practical nurses, and certified medical assistants.
- Physicians must maintain documentation in the employee records indicating competency for staff who are involved in this process.

# Closing HEDIS® measure gaps in care

Billing for follow-up after hospitalization for mental illness

## Closing the FUH gap requires 4 steps

Update your demographic data

Use CMS-1500 claim form to bill

Include rendering provider NPI

Include rendering provider taxonomy

### Use a CMS-1500 claim form

The professional paper claim form, **CMS-1500**, lists the health care professional **National Provider Identifier** number (**NPI**) and accurate **taxonomy**. The billing health care professional tax ID number (**TIN**), phone number and facility locations are also included in the form.

### Do not use a UB claim form

A UB claim form ties the visit to the rendering facility **only**. It does not include health care professional fields.

### Dependencies

You **must** be a rendering health care professional in the UnitedHealthcare Provider Portal at [UHCprovider.com](https://UHCprovider.com) >Sign in. Include current demographic and taxonomy data.

### Updating your demographic data

**My Practice Profile** on the portal allows you to view, update and add new health care professional information quickly. Go to [UHCprovider.com](https://UHCprovider.com) >Sign In > Practice Management.

Use the Provider Portal Digital Guide at [UHCprovider.com/portal](https://UHCprovider.com/portal) for step-by-step instructions.

## Overview

When submitting claims for follow-up after hospitalization (FUH) for mental illness, please ensure visits include a rendering health care professional.

The image shows a sample of a CMS-1500 Health Insurance Claim Form. The form is titled "1500 HEALTH INSURANCE CLAIM FORM" and includes various sections for patient information, provider information, and billing details. The form is divided into several columns and rows, with fields for patient name, address, date of birth, gender, and insurance information. It also includes fields for the provider's name, NPI, and taxonomy. The form is a standard industry form used for submitting claims to health insurance companies.

## Why Are Post Discharge Appointments Important?

The attendance of timely psychiatric post discharge appointments is vital to member success with community tenure and the reduction of re-hospitalization. As a Health Plan holding National Committee for Quality Assurance (NCQA) accreditation, UnitedHealthcare Community Plan utilizes Health Plan Effectiveness Data and Information Set (HEDIS®); a set of standardized performance measures designed to ensure that purchasers and consumers have the information they need to reliably compare the performance of managed health care plans. These set of standardized performance measures were created by NCQA to measure processes and outcomes. One specific HEDIS® measure, *Follow-Up After Hospitalization for Mental Illness*, is used to measure attendance to a qualified post discharge psychiatric appointments within 7 days of discharge.

## Follow-Up After Hospitalization for Mental Illness (FUH):

- Percentage of discharges for members 6 years of age and older who were hospitalized for treatment of selected mental illness or intentional self-harm diagnoses, and who had a follow-up visit with a mental health practitioner within 7 days after discharge

### Key Aspects of the Measure:

- What types of appointments qualify as a post-discharge appointment?

Qualifies	Does Not Qualify
Outpatient appointment for mental health services with a mental health provider	Appointment with a primary care physician
Partial hospitalization for mental health treatment	Appointment primarily for substance use treatment
Intensive outpatient for mental health treatment	Pastoral counseling
Group/family mental health treatment with a mental health provider	Care coordination/Health Home activities
Outpatient ECT	School counseling

\*Appointments by virtual visit (telemental health) qualify for FUH

### What type of practitioners can provide a qualified post-discharge appointment?

•A HEDIS® qualified appointment is an outpatient appointment with a licensed mental health practitioner. The chart below shows which license types do and do not qualify under the HEDIS® FUH measure:

Qualifies	Does Not Qualify
Psychiatrists	Primary care physicians
Psychologists	Drug and alcohol counselors
Licensed Clinical Social Workers	Non-licensed clinicians
Licensed Professional Counselors	
Licensed Marriage and Family Therapists	
Psychiatric nurses	

- The Day of Discharge is Day Zero
- To count towards the FUH Measure, the follow-up visit must occur any time between Days 1 and 7.



For any needs or questions please reach out to your Quality Representatives

Paula Morris, MSN, RN, CSSGB  
Director of Quality/Population Health

Michelle Picard , BSN, RN, CCM, CPHQ  
Quality/Population Health Manager  
[michelle\\_d\\_picard@uhc.com](mailto:michelle_d_picard@uhc.com)

**Thank you for your collaborations!**