



# UnitedHealthcare Community Plan of Iowa

2019 Annual Care Provider Training



# Important Updates

# Market Exit

The State of Iowa and UnitedHealthcare announced that UnitedHealthcare Community Plan will exit the IA Health Link and Hawki programs once the current contract ends and UnitedHealthcare members have been transitioned, which is anticipated to be on June 30, 2019.

UnitedHealthcare Community Plan is honored to have served Iowans in the IA Health Link program for the past three years and the Hawki program for the past 20 years. We remain committed to ensuring a smooth and seamless transition for all of our existing IA Health Link and Hawki members.

# UnitedHealthcare Dual Complete® Plan Not Affected



The UnitedHealthcare Dual Complete (HMO SNP) plan won't be affected by this change. Eligible members can enroll in, and be served by, the UnitedHealthcare Dual Complete (HMO SNP) plan regardless of their Medicaid managed care organization (MCO). UnitedHealthcare will still serve as their primary payer and members will continue to receive all the additional benefits of the plan.

If members have questions about their UnitedHealthcare Dual Complete plan, please direct them to call UnitedHealthcare at 844-368-6883, TTY 711, 8 a.m. – 8 p.m., seven days a week.

If you have questions, please call Provider Services at 888-650-3462.

**UHCprovider.com** houses UnitedHealthcare Community Plan news and policy information.

- Sign in to access Link self-service tools.
- The site also has relevant bulletins and FAQs at [UHCprovider.com/IAprovider](https://UHCprovider.com/IAprovider) > [Bulletins and Newsletter](#).

**Provider Services:** 888-650-3462

- Get help with member eligibility and benefits, claims status, demographic changes, prior authorization requests and more. Have your national provider identifier (NPI) number ready.
- Representatives are available 7:30 a.m. to 6 p.m. Central Time.

# Important Tips

Check eligibility before rendering services. Member eligibility for Home- and Community-Based Services (HCBS) waivers should be checked monthly, at a minimum.

- **Iowa Medicaid Enterprise's Eligibility and Verification Information System (ELVS):**
  - Verify member eligibility 24/7 by calling 800-338-7752.
  - Verify eligibility and learn more at [dhs.iowa.gov](https://dhs.iowa.gov) > Provider Services > Tools, Training and Initiatives > Medicaid Tools for Providers > [Eligibility and Verification Information System \(ELVS\)](#).
- **eligibilityLink:** See member coverage information in a quick and easy-to-use format.
  - Find reference guides and training at [UHCprovider.com](https://UHCprovider.com) > Eligibility and Benefits > [eligibilityLink Self-Service Tool](#).

# Other Important Tips

- Timely filing is 180 days from the date of service or primary payer's explanation of benefits (EOB).
- Submitting claims more than once will not cause the claim to process more quickly; it may actually delay payment due to duplicate claims.



# Resources



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**Thank you.**

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