

Provider Connection

News & Information for University of Utah Health Plans Provider Partners

Cultural Diversity and Sensitivity Training

At University of Utah Health Plans, we understand the importance of cultural diversity and sensitivity. We have created a unique training document that will provide your office with important information, tips for improved communication and service, and provider and office responsibilities.

Take the training [here](#).



Medical UM Review

How to submit a request

We now have three new UM request forms available for providers to use when requesting services that require prior authorization or review.

- [UM Request Form](#)
- [Medical Utilization Management Review Guidelines](#)
- [Home Health Request Form](#)
- [Hospice Request Form](#)

Changes to Healthy Advantage (Special Needs) and Healthy Advantage Plus (Medicare Advantage) plans, effective January 1, 2017

As you are aware, currently Molina Healthcare and University of Utah Health Plans have collaborated to offer both the Healthy Advantage (Special Needs Plan) and the Healthy Advantage Plus (Medicare Advantage) plans in Utah. Effective January 1, 2017, Molina Healthcare will assume sole responsibility for all operational functions, as well as provider relations and contracting responsibilities for both products.

During the first couple weeks of October 2016, you should have received an amendment from Molina Healthcare’s Contracting team adding you to Molina Healthcare’s version of the Healthy Advantage and Healthy Advantage Plus networks. As part of the contracting process you may receive a credentialing application, or you can provide Molina Healthcare access to your current CAQH application and attestation.

Molina Healthcare encourages providers to submit claims electronically via Molina’s Provider Web Portal or through a clearing house—please contact your Provider Relations Representative for a list of clearing houses. When submitting claims electronically, please use Molina Healthcare’s payer ID SX109 or 12X09.

For provider/ information regarding 2017 plans and coverage, please visit molinahealthcare.com For plan ratings, [click here](#).

Please reference the following table for claims, appeals, Member Services, and Provider Relations contact information:

Dates of service on or before December 31, 2016	Dates of service on or after January 1, 2017
Claims	
University of Utah Health Plans	Molina Healthcare
ATTN: Claims	ATTN: Claims
P.O. Box 45180	P.O. Box 22811
Salt Lake City, UT 84145-0180	Long Beach, CA 90801
Phone: (801) 587-6480, option 5	Phone: 877-644-0344
Appeals and Grievances	
University of Utah Health Plans	Molina Healthcare
ATTN: Appeals Committee Chairperson	ATTN: Appeals & Grievances
6053 South Fashion Square Dr., Suite 110	P.O. Box 22816
Murray, UT 84107	Long Beach, CA 90801
Phone: 1-888-271-5870, option 1	Phone: 877-644-0344
Member Services	
University of Utah Health Plans	Molina Healthcare of Utah
ATTN: Member Services	ATTN: Member Services
6053 South Fashion Square Dr., Suite 110	7050 Union Park Avenue, Suite 200
Murray, UT 84107	Midvale, UT 84047
Phone: (801) 587-6480, option 1	Phone: 877-644-0344
Provider Relations	
University of Utah Health Plans	Molina Healthcare of Utah
ATTN: Provider Relations	ATTN: Provider Relations
6053 South Fashion Square Dr., Suite 110	7050 Union Park Avenue, Suite 200
Murray, UT 84107	Midvale, UT 84047
Phone: (801) 587-2838	Phone: 877-644-0344

Changes in Provider Credentialing for University of Utah Health Plans

Our credentialing team has recently collaborated with National Committee for Quality Assurance (NCQA) certified Credentials Verification Organization (CVO) CredSimple, and CAQH ProView, the trusted electronic solution and industry standard for [universal credentialing applications](#), in order to offer our providers an efficient credentialing process enabling them to minimize the time between contracting with UUHP and providing services to our members.

To allow our Credentialing team to access the CAQH applications for your group, please visit the [CAQH site](#) and grant permission to University of Utah Health Plans to receive your providers' applications. If your providers have not completed their one time credentialing application enabling multiple healthcare organizations nationwide, we encourage them to do so at no cost to them, resulting in time savings for you, by going to this [link](#).

Or if you prefer, contact our credentialing team to have them create CAQH accounts for your providers, after which CAQH will contact them to complete their application for all healthcare organizations you have authorized to view it. There is an additional online application option through CredSimple for providers who prefer to use it.

What does this mean for you? To initiate credentialing for new providers with your practice, there are no more credentialing spreadsheets to complete. Simply send the following to our credentialing team at the e-mail address below:

- Provider's first and last names with middle initial
- Provider's title
- Provider's specialty
- Provider's date of birth
- Provider's CAQH#, or request for us to create one
(For example *John Q. Public, MD – Family Medicine – 01-01-1951 – CAQH 12345678*)

As we make this transition aimed at continuing to provide you with World Class U customer service, we appreciate your patience, and invite you to reach out to our credentialing team with any questions you may have about our efficient new credentialing process.

University of Utah's credentialing staff can be reached at provider.credentialing@hsc.utah.edu or 801-587-2838 Option 3.



Staff Changes

Provider Relations and Contracting

Since our last newsletter, the Provider Relations and Contracting team has continued to grow, as we have expanded contracting and credentialing with providers throughout the state of Utah and in the surrounding states.

We would like to welcome Alicia Sylvies as our new Contracting Manager, Brenda Groves as Provider Contracting Executive, Jonathan Lowe as Contract Reimbursement Analyst and Mary Carbaugh as Provider Relations Consultant. For a complete listing of our Provider Relations staff, [click here](#).

Flu Shots

CDC recommends a [yearly flu vaccination](#) for everyone 6 months and older. Now is a good time to get vaccinated. The flu vaccine cause antibodies to develop in the body about two weeks after vaccination.

Flu vaccination can reduce flu illnesses and prevent flu-related hospitalizations. Flu vaccines have been updated for the [2016-2017 flu season](#). More than [100 million doses of seasonal influenza vaccine](#) have already been distributed in the USA at this time.



Our e-newsletters include important news and changes to our policies, health plans, as well as other valuable information.

Our e-newsletter supports our sustainability efforts and allows us to deliver timely communications to your office. You can easily select, read and print the articles that impact your office. We hope that you enjoy this issue!