

Provider Newsletter- Summer 2014

Physician Connection

University of Utah Health Plans is excited to announce the launch of Physician Connection. Physician Connection is a web-based application giving your office online access to patient eligibility, claim status and referrals.

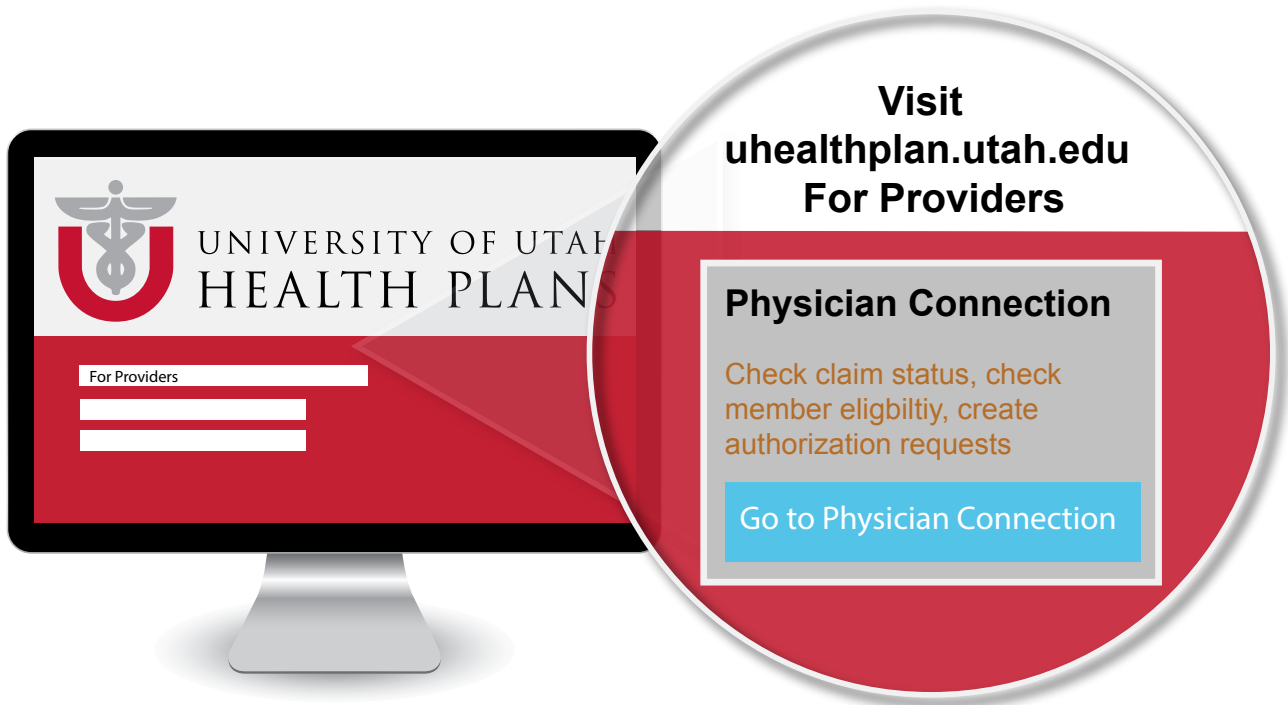
Services and features include:

Patient Profile, Patient Demographics- Specific users can instantly review patient demographics and eligibility.

Claim and Remittance- You will be able to view historical and current patient claim status.

Real-Time Referral Inquiry- You can submit, inquire about and check the status of referrals quickly and easily.

We are currently piloting this new application with selected providers and will roll it out to all providers in the coming months. If you are interested in learning more, please contact your Provider Relations representative.



Visit
uhealthplan.utah.edu
For Providers

Physician Connection

Check claim status, check member eligibility, create authorization requests

[Go to Physician Connection](#)

New CMS Form

Reminder for 02/12 1500 Form

Effective April 1, 2014 University of Utah Health Plans started to receive and process paper claims submitted on the revised 1500 claim form (version 02/12). The new 1500 form is fully in line with the 5010 Standards and can accommodate the new ICD-10 code set.

Contracting and Credentialing Reminder

For physicians and health care providers who would like to become part of the University Health Plans Provider Network, please contact your Provider Relations Executive:

Offices north of I-80 contact:

Todd Randall- (801) 587-2774
todd.randall@hsc.utah.edu

Offices south of I-80 contact:

Sandra Campbell- (801) 587-2943
sandra.campbell@hsc.utah.edu

All providers must be credentialed before they can become a participating provider with University of Utah Health Plans.

Notification of Changes to Your Practice

In order to keep our provider file and directories up to date, please remember to promptly submit changes to us in writing if:

- A provider leaves or joins your clinic or practice.
- You have a change to your organization's physical/billing address, phone number, tax identification or National Provider Identifier number.

Please fax changes to (801) 281-6121, attention Provider Relations Coordinator, or send by email to provider.relations@hsc.utah.edu.

If you have any questions, contact Provider Relations at (801) 587-2666 or Provider Customer Service at (801) 587-6480 Option 1.

QI Program & Workplan

The University of Utah Health Plans has a Quality Improvement team that is dedicated to the quality of our programs and customer service.

To access our workplan please visit our website: uhealthplan.utah.edu/quality_improvement.html

Provider Appeals Reminder

- **Medicare Advantage:** Contracted Provider Appeals must be received within 120 days from the date on Notice of Action or EOB.
- **Commercial and Medicaid:** Clinical Appeals must be received within 30 calendar days from the date on the Notice of Action letter. Non-clinical Appeals must be received within 90 days from the date on Notice of Action or EOB.
- **UNI and Miners:** Please contact Appeal Coordinators at (801) 587-6480 or (888) 271-5870.

Provider Appeals should be submitted on the appropriate Appeal Request form located on our website: uhealthplan.utah.edu/uuhp/appeals_process.html.

Green is the new black.

UUHP is going green. Effective January 2015 all Provider Newsletters will be delivered electronically. To join our Provider Newsletter email list please email us at provider.relations@hsc.utah.edu or visit our website: uhealthplan.utah.edu.

Advance Directives

University of Utah Health Plans members have the right to make decisions about their healthcare, including a written Advance Directive.

- If your office has received a signed advance directive, a copy of the document must be prominently displayed in the patient's chart.
- The office or facility should have copies of advance directives available for their patients to complete, or advise the patient how to obtain one from the hospital or his or her attorney.

If your office or facility is currently not meeting these standards, please take the steps necessary to ensure that members have access to quality care by complying with these standards.

If your patients need information about advance directives, they may call UUHP at (888) 271-5870, option 1 or visit the Utah End of Life partnership website at <http://www.carefordying.org/>. Additional information for patients and providers, including a provider specific manual, can be found at the University of Utah Center on Aging at http://aging.utah.edu/utah_coa/directives/.

Medicaid members may also contact Utah Legal Services at (801) 328-8891. If a Medicaid member feels a provider did not carry out the advance directive, he or she may call the Medicaid Bureau of Program Certification at (801) 538-6158 or 1-800-662-4157.

Introduction of new Provider Relations and Contracting Staff

We are excited to announce the expansion of our Provider Relations and Contracting Staff. Michele Beutler joined University of Utah Health Plans in April, 2014 as Provider Relations and Contracting Manager. Michele has more than 20 years of experience in the health insurance industry. She was recently the manager of Provider Relations and Network Management for Regence BlueCross BlueShield of Utah where she oversaw provider relations activities where she acted as a liaison between the Health Plan and providers, building relationships with physician offices, clinics and facilities.

Sandra Campbell joined University of Utah Health Plans on July 7, 2014 as a Provider Contracting Executive. Sandra comes to us with 28 years of health insurance experience with Regence BlueCross BlueShield of Utah where she worked with various types of providers on reimbursement, clinical edits, claims issues, medical policy and contractual requirements.

The University of Utah Health Plans has a dedicated provider relations team to assist you with contracting, credentialing and issue resolution.

Jennifer Muhlestein, Provider Relations and Contracting Director
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(801) 587-2827

Michele Beutler, Provider Relations and Contracting Manager
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Todd Randall, Provider Contracting Executive
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Renee Woodell, Provider Credentialing Specialist
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(801) 587-2769

Mieke Meeuws, Provider Relations Coordinator
mieke.meeuws@hsc.utah.edu
(801) 587-2666



From left to right:
Todd, Jennifer, Renee, Mieke, Michele and Sandra

Why EDI?

- Electronic data interchange (EDI) offers significant benefits for both providers and payers. Electronic claims can help improve efficiency, productivity and cash flow for providers, while payers can see benefits in reduction of data entry errors and faster turnaround times.
- Of the claims that University of Utah Health Plans (UUHP) receives electronically, 80% pass through our claims processing system without processor intervention. The average turnaround time for EDI claims (received date to check being received in the provider office) is 15 days.
- If you are not already submitting your claims electronically and receiving your payments via EFT, we strongly encourage you to do so. A Provider must be enrolled with the 837 to receive the 835 and EFT transaction. The 835 and EFT transactions are linked together by the Billing Provider NPI. To receive the 835 a provider must be enrolled with the EFT, and to receive the EFT a provider must be enrolled with the 835.
- To enroll, providers should complete the University of Utah Health Plans 835 and Electronic Funds Transfer (EFT) Authorization Agreement Form. The form can be found on our website: uhealthplan.utah.edu under 'For Providers'.



UNIVERSITY OF UTAH
HEALTH PLANS

PO Box 45180
Salt Lake City, UT 84145-0180

Thank you to the providers who have submitted medical records for our 2013 HEDIS audit and a reminder that medical records must be provided at no cost to UUHP, and shall be made available for inspection by UUHP, its assigned representatives, and/or Federal & State agency representatives during reasonable business hours as stated in the University of Utah Health Plans Provider Manual.

We hope you enjoy the University of Utah Health Plans Provider Newsletter. We look forward to providing you the most timely and useful content. If you have suggestions or success stories you would like to share, please contact us.

The information that is contained in this newsletter does not guarantee benefits or change contractual status. If you have questions about benefits or claims issues, please call Customer Service at (801) 587-6480 or toll free (888) 271-5870.

UUHP Contact Information

Customer Service/Claims:
(801) 587-6480 option 1

Case Management:
(801) 587-6480 option 6

Customer Service/Claims Fax:
(801) 281-6121

Toll Free Customer Service:
(888) 271-5870

Provider Contracting:
(801) 587-2774

Provider Credentialing:
(801) 587-2769

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provider.relations@hsc.utah.edu

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