Michigan: Earn extra payments for patient care

Michigan health care providers in our UnitedHealthcare Community Plan network can earn supplemental incentives on top of fee-for-service payments

We appreciate the care you provide to UnitedHealthcare Community Plan members. You can earn extra on top of fee-for-service payments through a program we're offering to help support you and your practice. The extra payments will be made as follows to providers who qualify:

- Care coordination fees are paid monthly to accredited or certified patient-centered medical home primary care providers who meet tier 1 and tier 2 criteria

- Quality incentives based on targeted HEDIS® measures are paid quarterly for members serviced

How you can earn extra

Review the attached flyer for the list of payments amounts and criteria for care. The program, available throughout 2023 to UnitedHealthcare Community Plan of Michigan network providers, is dependent on the accuracy and timely receipt of billed claims. The flyer can also be found on the **UnitedHealthcare Community Plan of Michigan Homepage**.

Questions?

Chat with a live advocate 7 a.m.–7 p.m. CT from the UnitedHealthcare Provider Portal **Contact Us** page. You can also contact your Advocate Account Manager or email **centralprteam@uhc.com**.

Prior authorization reduction equals nearly 20 percent of overall volume

To help reduce the administrative burden on health care professionals and their staff, starting **Sept. 1, 2023,** we'll begin a two-phased approach to eliminate the prior authorization requirement for many procedure codes. Together, these code removals account for nearly 20% of UnitedHealthcare's overall prior authorization volume.

Timing

We'll eliminate the codes in 2023 as follows:

- **On both Sept. 1 and Nov. 1**: UnitedHealthcare® Medicare Advantage, UnitedHealthcare commercial, UnitedHealthcare Oxford and UnitedHealthcare Individual Exchange plans*

- **Nov. 1 only**: UnitedHealthcare Community Plan

Code removal lists

While we'll remove some codes across select benefit plans, there will be differences. Please consult the list that aligns to each specific benefit plan:

- [**UnitedHealthcare commercial plans**](#)

- [**UnitedHealthcare Oxford plan**](#)

- [**UnitedHealthcare Individual Exchange plan**](#)

- [**UnitedHealthcare Medicare Advantage plans**](#)

- [**UnitedHealthcare Community Plan**](#)

Please note that the lists for commercial, Oxford, Individual Exchange and Medicare Advantage plans contain the codes that we're removing on both Sept. 1 and Nov. 1. The Community Plan list contains only the codes we're removing on Nov. 1. Please make sure you're looking at the appropriate section if viewing the lists prior to Nov. 1.

Why we're making the change

This is part of our comprehensive effort to simplify the health care experience for our members and network health care professionals. While prior authorization remains an important tool to address clinical quality and safety, as well as fraud, waste and abuse, we also know that fewer prior authorizations can help streamline care delivery.

Coming in 2024

In 2024, we'll implement a national Gold Card program for provider groups that meet eligibility requirements. Qualifying provider groups will follow a simple administrative notification process for most procedure codes, rather than the prior authorization process. We'll provide more information about our Gold Card program later this year.

UnitedHealthcare Provider Portal enhancements for Surest benefit plans

Now it's easier to complete your administrative tasks for Surest benefit plans. Several new features are available in the UnitedHealthcare Provider Portal.

What's new

- Variable copay and coverage information

- Electronic prior authorization/notification

- Member ID card images

- Network participation status for behavioral health and national ancillary providers

- Search by provider remittance advice

Not sure if you participate in Surest?

If you participate in our UnitedHealthcare commercial plans, you automatically participate in Surest benefit plans at the existing commercial reimbursement rates in your UnitedHealthcare network agreement.

Resources

For more information about Surest and the new features available to you, see the [**Surest Benefit Plan Overview**](#) interactive guide.

Questions?

For general inquiries:

- Visit **surest.com/contact-us**

- Call the Surest Provider Line at **844-368-6661**

For questions about using the portal:

- See the **UnitedHealthcare Provider Portal Overview** interactive guide

- Chat with a live advocate 7 a.m.–7 p.m. CT from the portal **Contact Us** page

- Contact UnitedHealthcare Web Support for technical issues at **providertechsupport@uhc.com** or **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday

- You can also email **providers@surest.com** for general questions

VCP statements going paperless Nov. 3

Beginning Nov. 3, 2023, we'll no longer mail virtual card payment (VCP) statements to most* network medical health care professionals (primary and ancillary) and facilities who receive them in the mail. Instead, you'll be able to access VCP statements electronically 24/7. This change affects those who serve UnitedHealthcare Community Plan (Medicaid) members in Michigan.

This change doesn't affect those using Automated Clearing House (ACH), receiving paper checks or receiving ERA/835s.

If you use an outside vendor, such as a revenue cycle management company or lockbox service, please ensure they're aware of the following changes and digital workflow options.

Help families reduce medical expenses

Submit unsolicited EDI 275 claim attachments

In partnership with Optum, a UnitedHealthcare affiliate, the following 5 clearinghouses will begin to accept Electronic Data Interchange (EDI) unsolicited 275 claim attachments throughout 2023.

- Change Healthcare
- Experian Health
- Jopari
- Quadax
- SSI Group

Benefits of this update

In addition to saving time, EDI 275 claim attachments also:
- Provide electronic acknowledgment and proof of delivery/receipt
- Eliminate requests from us for supporting documentation

- Reduce time spent on manual, administrative tasks
- Improve cash flow
- Increase productivity and efficiency

Get started

Please contact your clearinghouse to determine if they're able to submit EDI 275 transactions to us. For detailed information, we encourage you to visit the **EDI 275** page.

You may continue to use the UnitedHealthcare Provider Portal to upload supporting documentation (solicited and unsolicited) for all claims. For more details, check out the **Claims, Billing and Payments** page.

Questions?

If you currently submit EDI 275 transactions to us and have questions, please contact **EDI Support**.

Want more flexible communication preferences?

New Primary Access Administrator enhancements can help

Based on your feedback, we've made changes that Primary Access Administrators and all UnitedHealthcare Provider Portal users may like.

Transfer Primary Access Administrator role

Now Primary Access Administrators can transfer their role to another Individual Administrator in the portal without calling.
As a part of this transfer, the original Primary Access Administrator will become an active Individual Administrator for their organization. If the original Primary Access Administrator no longer requires access, the new Primary Access Administrator may deactivate them in the Manage Users page of the portal. A Primary Access Administrator transfer is effective immediately.
You can find step-by-step instructions on making these changes in our **interactive guide**.

Opt out of Document Library notification emails

Don't want or need to receive certain Document Library notification emails? Primary Access Administrators can now opt out. Please note, if you have been auto-enrolled in electronic communications, you will still receive them electronically. You will not begin receiving them through the mail again. Learn how in our **interactive guide**

Grant editing access to other users
The Primary Access Administrator can now give others the ability to edit Document Delivery Settings under Manage Users. With this access, designated users can change

whether they receive Document Library notification letters and update the recipient email address. Please note, these users don't become the Primary Access Administrator.
You can learn more in our **interactive guide**.

Questions?
Chat with a live advocate 7 a.m.–7 p.m. CT from the portal Contact Us page. You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday. For help accessing the portal and technical issues, please contact UnitedHealthcare Web Support at **providertechsupport@uhc.com** or **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday. Primary Access Administrators may also contact Web Support for help updating notification emails.

 The UnitedHealthcare Children's Foundation medical grant program can help families who have medical expenses for their child.
Find out how About Us - United Healthcare Children's Foundation (uhccf.org)