



**United Healthcare KDHE  
KanCare 2019 Education**

Fall 2018



# 2019 Value Added Benefits

<b>Key for acronyms used in this QRG</b>	Community Developmental Disability Organization - CDDO    Frail Elderly – FE    Physically Disabled – PD Intellectual/Developmentally Disabled – I/DD    Serious Mental Illness – SMI    Technology Assisted – TA Traumatic brain injury – TBI    Work Opportunity Reward Kansans – WORK    * New for 2019
<b>Value-Added Benefits</b>	
<b>Value-Added Benefit</b>	<b>Description</b>
<b>UHC Healthy Rewards Program</b>	Members will be invited to earn a reloadable debit card rewards for specific health related activities. Debit cards mailed when activity is completed as determined using claims data.
<b>myUHC.com</b>	Online tools for members or those responsible for managing their health. Access to health history, tips for working with their doctor, tracking doctor visits, a live "Nurse Chat" option and much more.
<b>Health4Me Mobile Application</b>	Members can download the app to their smartphone to help them manage their health.
<b>Annual Dental Exam*</b>	Any adult member age 21 or over can visit a participating dental provider. Benefit includes screenings, x-rays, cleanings and restorative fillings up to a maximum of \$500 per calendar year.
<b>Fresh EBT</b>	Free downloadable smartphone app that connects members using SNAP (Supplemental Nutrition Assistance Program) to their balances, stores that accept SNAP, grocery store deals and offers healthy meal ideas and how to prepare.
<b>Job-Related Transportation*</b>	Adult members get three round trip or six one-way rides to support education and job-related activities.
<b>Help Getting GED*</b>	Provide adult members (over age 19) with help in getting their GED. Benefit pays for member to complete GED segments.
<b>Learning to Code*</b>	Provide adult members (over age 19) with resources and support to train in computer coding.
<b>Transportation to Support Group Meetings*</b>	Members can get rides to and from support group meetings such as Alcoholics Anonymous, Grief Support, and other group meetings in support of their recovery and well-being. Members can get two rides per month (up to 24 total rides).
<b>Vision</b>	Members are eligible for upgraded or replacement prescription eyeglass lenses every 12 months.
<b>Help With Getting Lifeline Cell Phone</b>	Members who are eligible can get a free cell phone and service. This benefit varies by provider but includes up to 500 minutes of talk time, 500MB of data, and texts each month. Call Member Services to help identify a provider.

# 2019 Value Added Benefits



## Members on Waiver Programs

Value-Added Benefit	Description
Adult Parks and Recreation Catalog Offering	Adult members who are FE, PD members can get access to one activity per member per year with their selected local Parks and Recreation Department. This benefit covers up to \$50 per member to participate in local activities.
Internet Access*	Members on the PD, FE, I/DD and Autism waivers could get their monthly cost of internet service covered as an incentive for meeting specific health measures as defined by UnitedHealthcare.
Dentures	FE members may be eligible to receive one full set of dentures every five years at no cost. Members work with their care coordinators to arrange for the service.
Home Helper Catalog	PD, FE, I/DD members can select one product from a catalog of items per year that helps with home safety or home assistance. The member's care coordinator works with the member to help them select and order the item. The selected item is sent to the member's home.
Pest Control	HCBS members who own their own home are eligible for up to two services a year. The member's care coordinator must assess the situation and arrange for the pest control service.
Wellness Calendar	Frail Elderly waiver members will be mailed a calendar at the beginning of each year to track their doctor appointments, medications timeline and social events. One calendar sent at the beginning of the year.
Transportation to Social Activities*	Members on the PD, I/DD and TBI waivers get three round trip or six one-way rides to social events. Program supports independence.

## Members with Intellectual and Development Disabilities

Value Added Benefit	Description
Respite Care	Up to 40 hours of respite care is available for I/DD Waiver members living in a family home. The member's care coordinator assists them with accessing the respite services using a current I/DD respite provider. The member must have a direct service worker, and either personal care attendant services or supported home care. The service does not need to be approved by the CDDO.
Transportation to Social Activities*	Members on the PD, I/DD and TBI waivers get three round trip or six one-way rides to social events. Program supports independence.
Home Helper Catalog	PD, FE, I/DD waiver members can select one product from a catalog of items per year that helps with home safety or home assistance. The member's care coordinator works with the member to help them select and order the item. The selected item is sent to the member's home.
MedicAlert Bracelet	Medical Alert Bracelets for members with Autism and IDD.



# 2019 Value Added Benefits



## Kids Age 3 to 19

Value Added Benefit	Description
A is for Asthma Newsletter	Children ages 1 to 4 will receive the A is for Asthma newsletter with tips on managing their condition, presented by Sesame Street characters.
Sesame Street Food for Thought	Families with children ages 2 to 8 can participate in this interactive program at designated locations throughout Kansas several times during the year. A Sesame Street character participates in the program to teach families how to eat healthy while staying on a budget.
Youth Organization Activities	Members up to age 18 will be able to get access to youth programs located throughout Kansas such as 4-H, Boys and Girls Clubs, the YMCA and participating Parks and Recreation Offices. Call Member Services to get the form to take to the location.
KidsHealth	KidsHealth provides children, teens and their parents with over 200 videos and 10,000 written or spoken articles on a variety of wellness topics to help member manage their health conditions and encourage healthy behaviors.

## Moms and Babies

Value-Added Benefit	Description
Debit Card for Completing First Prenatal Visit*	Pregnant members who complete their first prenatal exam within first trimester (first 42 days of plan enrollment) can earn a \$200 Debit card to be used toward health and wellness items and baby items like diapers and wipes. Member must notify Member Services, and visit must be confirmed by the health care provider.
Baby Blocks	Members can earn great rewards with Baby Blocks™. Join Baby Blocks and get a \$20 gift card or diaper bag. If a member stays with the program until her baby is 15 months, she can earn up to eight rewards. Members register at <a href="http://uhcbabyblocks.com">uhcbabyblocks.com</a> .
Community Baby Showers	UnitedHealthcare Community Plan sponsors community events for pregnant and new moms to learn about health and wellness for themselves and their babies. Events are held at various locations statewide. Members can call Member Services for details.
Infant Care Book for Pregnant Women	Each pregnant member will receive the "Baby Basics" book.
Transportation to WIC Appointments*	Three round trip or six one-way rides will be offered to pregnant and new moms to go to WIC appointments to encourage healthy eating and breastfeeding. Members contact transportation vendor to set up a ride at least Three days before the need.
Mosquito Repellent	Pregnant members can use their Pharmacy benefit to buy OFF Brand Bug Spray to help protect against mosquito bites. Members would take the OFF brand bug spray to the pharmacy counter and pharmacy would bill using an RX code.



# 2019 Value Added Benefits



Behavioral Health	
Value Added Benefit	Description
Mental Health First Aid	Mental health first aid is an interactive course designed to mimic standard first aid training. It teaches the general public how to identify, understand, and respond to signs of mental illness and substance use issues. Those who take the 12-hour course to certify as Mental Health First Aiders learn a five-step action plan encompassing the skills, resources and knowledge to help an individual in crisis connect with appropriate professional, peer, social and self-help care.
Seeking Safety*	Members and individuals can participate in training that is focused on teaching coping skills therapy to help adults, children and youth attain safety from trauma and/or substance abuse.
Technology Programs	
Value Added Benefit	Description
On My Way (OMW) Program	Young adult members (Ages 19-21) can access interactive websites to help prepare them for real-world situations. OMW teaches practical skills such as managing money, securing housing, finding job training and applying for college. Program promotes independence.
A-CHESS*	Members can download smartphone-based application designed to provide support for substance use disorders. Program focused on preventing relapse and increasing engagement and activation in substance use disorder services. Application is designed to improve competence, social relatedness, and motivation, using the three tenets of self-determination theory.
Intellectually Developmentally Disabled (I/DD) electronic eBook on Web*	Intellectually/Developmentally Disabled (I/DD) members and/or caregivers can download a self-advocacy eBook that we developed in partnership with the National Association of Councils on Developmental Disabilities (NACDD). The eBook offers education and promotes wellness.
Personal Empowerment Cognitive Behavioral Therapy Programs for Multiple Behavioral Health Concerns*	Members seeking additional support to overcome issues with drinking and drug use can get this interactive web-based tool to take assessments, learn useful exercises and goal setting. Program promotes behavioral health.
Question Persuade and Refer (QPR) Training*	An emergency mental health intervention that teaches lay and professional gatekeepers to recognize and respond positively to someone exhibiting suicide warning signs and behaviors.





# UHCProvider.com



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Latest UnitedHealthcare Provider News



Use the Menu to quickly access commonly needed information. Two favorites are:

- ❖ **Health Plans by State** for KS Provider Resources - UnitedHealthcare Community Plan of Kansas.
  - ✓ Prior Authorization & Notification
  - ✓ Current Policies & Clinical Guidelines
  - ✓ KS specific Provider Administrative Guides
  - ✓ Contact information for provider support teams





UnitedHealthcare  
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Homepage

UnitedHealthcare Community Plan of Kansas  
Homepage

- ❖ **Resource Library** - contains additional provider resources including links to Electronic Data Interchange information; ICD-10 Resources; Link Self-Service Tools; Patient Health and Safety; Training and much more.

**MENU**

- Administrative Guides and Manuals
- Claims, Billing and Payments
- Eligibility and Benefits
- Demographics and Profiles
- Find a Care Provider
- Health Plans by State 
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## Claims and Payments

[Learn More](#)

Here you will find the tools and resources you need to help manage your practice's submission of claims, reconsiderations, appeals and receipt of payments. Our self-service resources for claims include using Electronic Data Interchange (EDI) and the **claimsLink** tool in Link.

## Eligibility and Benefits

[Learn More](#)

Our Eligibility and Benefits section provides all the tools you'll need to verify member eligibility, determine benefits, view care plans and more. Look up a member by their ID number in **eligibilityLink**.

## Prior Authorization and Notification

[Learn More](#)

Tools and resources to help manage your practice's prior authorization and notification requirements, with program specific information available for Cardiology, Oncology, Radiology, Clinical Pharmacy and Specialty Drugs. Your primary UnitedHealthcare prior authorization resource, the Prior Authorization and Notification app, is available on Link,



# Contracting

## Who should a provider reach out to if they are interested in contracting with United Healthcare?

### Medical

Sabrina Wegener – [sabrina\\_wegener@uhc.com](mailto:sabrina_wegener@uhc.com) or 913-802-5631  
or [ks.net.mgmt@uhc.com](mailto:ks.net.mgmt@uhc.com) or 866-612-4259

### Behavioral

Denise Trabon – [Denise.Trabon@optum.com](mailto:Denise.Trabon@optum.com) or 763-361-6803

### Pharmacy

Jennifer Murff, R.Ph. – [jennifer.murff@uhc.com](mailto:jennifer.murff@uhc.com) or 913-333-4002

### HCBS

Dalia Aguilar - [Dalia\\_aguilar@uhc.com](mailto:Dalia_aguilar@uhc.com) or 913-333-4244

### Nursing Facility

Jennifer Everett – [jennifer.everett@optum.com](mailto:jennifer.everett@optum.com) or 913-323-1050

# Contracting

## Who should a provider reach out to if they are interested in contracting with United Healthcare?

### Dental – Scion Dental

Nicholas Schmit  
262-946-4400 x 4976

[Nicholas.schmidt@skygenusa.com](mailto:Nicholas.schmidt@skygenusa.com)  
[networkdevelopment@skygenusa.com](mailto:networkdevelopment@skygenusa.com)

Scion Network Development  
800-508-6965

### NEMT - National MedTrans

Contracting:  
Patrick Sullenger  
844-885-2696, Option 3  
[netdev@natmedtrans.com](mailto:netdev@natmedtrans.com)

Credentialing  
Dawn Hughes  
844-885-2696, Option 2  
[credentialings@natmedtrans.com](mailto:credentialings@natmedtrans.com)

### Vision –

Contracting:  
Maria Canieso  
844-506-2724 x 5010  
[mcanieso@marchvisioncare.com](mailto:mcanieso@marchvisioncare.com)

Credentialing  
Sandy Martinez  
844-506-2724 x 5005  
[smartinez@marchvisioncare.com](mailto:smartinez@marchvisioncare.com)

# Contact Information

## **UHC Provider Call Center: 1-877-542-9235**

**Provider Services Call Centers can assist providers with eligibility, prior authorization, claims, appeals and general questions. When reaching out for assistance please make sure you have the following information:**

- UHC claim number
- Members Medicaid ID #
- Date of service on the claim
- Tax ID # or NPI for the provider
- Provider Contact Information

# Contact Information

The following link will take a providers to a quick reference document for helpful phone numbers for connecting with UHC staff:

<https://www.uhcprovider.com/content/dam/provider/docs/public/commplan/ks/resources/KS-Provider-Contact-Us-Information.pdf>

Your Provider Advocate is another resource for our providers needing assistance with UHC question and concerns. Provider Advocate information can be found at the following link under “Contact us” , and are available at the UHC table:

<https://www.uhcprovider.com/en/health-plans-by-state/kansas-health-plans/ks-comm-plan-home.html>

If you have an urgent matter requiring UHC Leadership attention, please email our Director of KanCare Provider Relations, Carrie Kimes at [\*\*ckimes@uhc.com\*\*](mailto:ckimes@uhc.com)

# Questions?

