



UnitedHealthcare Dual Complete® (PPO SNP) Offered in Connecticut – (H0271-014)

Understanding the Benefit Design



Overview

On Jan. 1, 2019, we began to offer a new Medicare Advantage plan known as UnitedHealthcare Dual Complete® (PPO SNP), a Dual Special Needs Plan (DSNP), in Connecticut. The plan is available in the following counties: Fairfield, Hartford, Litchfield, Middlesex, New Haven, New London, Tolland and Windham

UnitedHealthcare Dual Complete® (PPO SNP) is a specialized type of Medicare Advantage plan. The plan follows existing Centers for Medicare & Medicaid (CMS) rules, which means that it:

- ✓ Adheres to required Medicare
- ✓ benefits Provides Part D (pharmacy) benefits
- ✓ Offers targeted clinical programs, benefits and services



How it works

Primary Payer: UnitedHealthcare Dual Complete® (PPO SNP), a Medicare Advantage Plan.

As the primary payer, we're responsible for the management and payment of the Medicare covered services, as defined by the benefit levels outlined in the plan's Evidence of Coverage (EOC). We'll also be the primary payer for the plan's supplemental benefits.

The EOC explains what the plan covers, how much members will be required to pay and more. You can find the EOC at UHCcommunityplan.com/CT > UnitedHealthcare Dual Complete® (PPO SNP) H0271-014.

Secondary Payer: HUSKY Health — Connecticut Medicaid

Since these members are dually eligible for Medicare and Medicaid, they'll have Medicaid as their secondary payer in Connecticut. The state-administered Medical Assistance program will manage the member's Medicaid benefits.

This means that Connecticut Medicaid may be responsible for covering and reimbursing care providers for the remaining costs associated with all Medicare-covered services. This includes items such as associated premiums, copayments, coinsurance and deductibles, depending on the member's eligibility category.



HMO-SNP: 80 percent coverage, based off of the contracted Medicare Advantage payment appendix.¹

Medicaid: 20 percent coinsurance. Payment from primary insurer may be greater than Medicaid allowable.

Final Reimbursement: Care providers may not attempt to collect additional reimbursement from DSNP members whose Medicaid benefits cover all Medicare cost-sharing components.



Benefit Highlights

All eligible members with UnitedHealthcare Dual Complete® (PPO SNP) plan have a **Medicare Part B deductible of \$183** before the program benefits begin. This includes physician services, outpatient care, durable medical equipment, home health services and many preventive services. After the member meets the deductible, many Medicare services will be covered at 80 percent.

In those cases, care providers will be required to bill the secondary payer, HUSKY Health, to be reimbursed for the remaining coinsurance.

You can find out more in the CMS Medicaid Managed Care Manual, Chapter 16-B: Special Needs Plans, Table 2, which you can find at cms.gov > Regulations & Guidance > Guidance > Manuals > Internet-Only Manuals > Publication 100-16 "Medicare Managed Care Manual" > Chapter 16-B: Special Needs Plans.

Member ID Cards



Remember to ask for all health insurance cards at each visit and check member eligibility and benefits before treating members. Here's an example of the member ID cards associated with this plan:

Primary Payer ID Card: UnitedHealthcare Dual Complete® (PPO SNP)

 Health Plan (80840): 911-87726-04 Member ID: 99999999-00 Group Number: 66100 Member: MEMBER SAMPLE Payer ID: 87726 PCP Name: LASTNAME, M.D., FIRSTNAME PCP Phone: (999) 999-9999 H0271 PBP# 014 UnitedHealthcare Dual Complete (PPO SNP) Medicare limiting charges apply.	 For Members Website: www.UHCCommunityPlan.com Customer Service: 1-866-480-1086 TTY 711 NurseLine: 1-877-365-7949 TTY 711 Behavioral Health: 1-800-496-5841 TTY 711 Transportation Svcs: 1-866-418-9812 TTY 1-866-288-3133 For Providers www.UHCprovider.com 1-877-842-3210 Medical Claim Address: P.O. Box 31350, Salt Lake City, UT 84131-0350 UHC Dental Providers: www.UHCdental.com 1-877-816-3596 Medicare Community Plan UHC Renew Active For Pharmacists 1-877-869-6510 Pharmacy Claims OptumRx P.O. Box 29045, Hot Springs, AR 71903
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All member information in the above sample is fictional for sample purposes. Please always refer to the member's active ID card for current details.

Secondary Payer ID Card: HUSKY Health – Connecticut Medicaid

JOHN J. SAMPLE
123456789
No cost share
www.ct.gov/husky

Example only – actual cards may vary.

Reimbursement



We'll reimburse you according to your UnitedHealthcare Medicare Advantage participation agreement. Payment will be made based on the defined benefit level for each covered service, as outlined in the plan's EOC.

- ✓ You cannot attempt to bill, charge, collect a deposit from, and seek payment or reimbursement from DSNP members whose Medicaid benefits cover all Medicare-associated premiums, copayments, coinsurance and deductibles.
- ✓ You should bill the member's secondary payer for the remaining balances or cost share after you receive the explanation of benefits (EOB) and reimbursement from UnitedHealthcare Dual Complete (PPO SNP) for the eligible Medicare services.

- ✓ After a claim has been settled and you receive the EOB from both the primary and secondary payer, payment is considered “in full.”
- ✓ Always verify benefits for both health insurance plans before you provide services.



Medicaid Enrollment Requirements

If you treat eligible Medicaid members, Connecticut requires you to be enrolled with HUSKY Health. Enrollment with the state allows you to bill for the Medicare cost-share charges.

HUSKY Health has care provider resources, including instructions for care provider Medicaid enrollment, at ct.gov/hh > For Providers.

Choosing Not to Participate in the State Medicaid Program

If you decide not to enroll or re-enroll with the state Medicaid program, you’ll give up your ability to seek the secondary payer reimbursement for a dually eligible member. This means:

- ✓ You must accept payment made by or on behalf of UnitedHealthcare Dual Complete® (PPO SNP) plan as payment in full, depending on the member’s eligibility status with the Medicaid program.
- ✓ You may not bill, charge, collect a deposit from, seek payment or reimbursement from, or have any recourse against the member’s representative, or the UnitedHealthcare DSNP Medicare Advantage organization for Medicare Part A and B cost sharing. This includes copays, deductibles and coinsurance, when the state Medicaid agency is responsible for paying these amounts.

Resources

To learn more about this new plan, visit UHCprovider.com/CTcommunityplan.

If you have questions, please call Provider Services at **877-842-3210** and select “Care Provider.” You can also contact your Network Account Manager or Provider Advocate at connecticut_pr_team@uhc.com.

¹ Care provider reimbursement example. Exact reimbursement will depend on service being performed. Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.