Provider Questions & Answers
Regarding Wisconsin Medicaid Business
Through UnitedHealthcare Community Plan

1) Question: What is UnitedHealthcare® Community Plan?
Answer: UnitedHealthcare Community Plan, a business unit of UnitedHealth Group, provides services to more than five million beneficiaries of government healthcare programs in 25 states and the District of Columbia. UnitedHealthcare Community Plan covers Wisconsin residents participating in BadgerCare Plus and Medicaid Supplemental Security Income (SSI) coverage. UnitedHealthcare Community Plan only serves government healthcare programs.

2) Question: What identification card will Wisconsin Medicaid and SSI members carry?
Answer: UnitedHealthcare Community Plan issues member identification cards for all Wisconsin Medicaid health plans. These cards will put important contact information in the hands of the member and the care provider. The UnitedHealthcare Community Plan ID card will be for reference only. Members will still need to present a valid Wisconsin Department of Health Services ForwardHealth ID card to care providers when receiving care.

3) Question: What is the reimbursement for this program?
Answer: The reimbursement is at 100% of the Wisconsin Medicaid payment rate.

4) Question: Where can I locate Wisconsin Medicaid fee schedules?
Answer: These fee schedules are available online at the state of Wisconsin’s ForwardHealth website.

5) Question: Who is responsible for processing and reimbursing the claims?
Answer: UnitedHealthcare Community Plan will be paying the claims and providing services for members and providers.

6) Question: What is the claims address for UnitedHealthcare Community Plan?
Answer: The claims address is: UnitedHealthcare of Wisconsin, Inc. PO Box 5280 Kingston, NY 12402-5280

7) Question: What is the electronic payer id for UnitedHealthcare Community Plan?
Answer: Claims Payer id is 87726.
8) **Question:** What tool is available for providers to check eligibility?

**Answer:** Providers can visit the State of Wisconsin’s ForwardHealth interchange system online at [https://www.forwardhealth.wi.gov](https://www.forwardhealth.wi.gov) or call the State of Wisconsin at 1-800-362-3002.

9) **Question:** What do members receive when they choose UnitedHealthcare Community Plan?

**Answer:** UnitedHealthcare Community Plan provides health care coverage to Medicaid beneficiaries throughout the State. This includes moms, kids and childless adults (BadgerCare Plus) and individuals with disabilities (Medicaid SSI). In addition to standard Medicaid benefits, our members also receive the following:

- **Baby Blocks™** is a web-based, mobile tool to remind and reward pregnant women and new mothers to receive prenatal, postpartum and well-child care. Baby Blocks™ is available to UnitedHealthcare Community Plan members who are either pregnant or newborn. Baby Blocks™ engages patients with a personalized, interactive tool that provides appointment reminders by text or email message. Members who enroll early in their pregnancy can earn up to eight rewards by adhering to prenatal and postpartum recommendations of the American Congress of Obstetricians and Gynecologists and well-baby recommendations by the American Academy of Pediatrics.

- **Community Rewards™** is a web-based tool that helps members earn rewards for their healthy activities. Community Rewards is available to UnitedHealthcare Community Plan members with BadgerCare Plus who are ages 0-17 or who are childless adults ages 18-64. Members can earn points for their healthy activities and then redeem those points for more than 300,000 different rewards.

- **Healthy First Steps™** program makes sure that both mom and baby get good medical attention. We will help members get good advice on nutrition, fitness and safety, get supplies, including breast pumps for nursing moms, choose a doctor or nurse midwife, schedule visits and exams, connect with community resources such as Women, Infants and Children (WIC) services. Members can follow us on Twitter @UHCPregnantCare.

- **Healthy Savings UnitedHealthcare Community Plan** is sponsors a Healthy Savings program in Wisconsin. This program is designed to make it easier and more affordable for members to buy healthy foods. BadgerCare Plus and Medicaid SSI members receive their Healthy Savings card in the mail. The program is simple and easy to use. And best of all, members can experience great discounts on pre-qualified healthy foods. This includes healthy staples such as lean meats, milk, bread, yogurt, cheese and produce.

- **myuhc.com** is available to members to help them get the most out of their plan; members can find the most up-to-date information about their benefits, their member handbook, provider directory and all of their plan details online.

- **NurseLine** gives members 24/7 telephone access to experienced registered nurses. They can give members information, support and education for any health-related question or concern.

- **SafeLink Wireless** UnitedHealthcare Community Plan is pleased to offer SafeLink Wireless to its members. SafeLink Wireless is a special, federal program that provides a phone at no cost to
members, up to 350 minutes per month, the option to buy extra minutes at a discount, the ability for members to make and receive calls from their doctors, nurses, 911, family and friends and communication access 24 hours a day (subject to cellular service availability) With SafeLink Wireless, UnitedHealthcare Community Plan members get all the same benefits of a SafeLink phone, plus more! There are no added costs for unlimited text messages and members can call UnitedHealthcare Community Plan member services without using their 350 minutes.

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10) **Question:** How did UnitedHealthcare Community Plan expand into northwestern Wisconsin?  
**Answer:** UnitedHealthcare and Medica®, through its SelectCareSM provider network, have had a longstanding relationship focusing on commercial insurance and self-funded programs in northwestern Wisconsin. The State of Wisconsin Medicaid expansion program enables UnitedHealthcare Community Plan to expand in this area, adding government programs to the menu of services that will be accessed through the SelectCare preferred provider organization (PPO) network. UnitedHealthcare Community Plan will access the SelectCare network to render services in its expanded Medicaid patient base in northwestern Wisconsin.

11) **Question:** Why participate in the SelectCare provider network to provide services to BadgerCare Plus and Wisconsin Medicaid SSI patients?  
**Answer:**
- UnitedHealthcare and Medica are already major insurers and administrators of commercial and government healthcare programs in the State of Wisconsin. In addition, SelectCare already provides a network of providers for commercial payers.
- Each company has excellent brand recognition and a positive reputation with providers and members.
- Under the program, providers now have the ability to see patients of government programs not previously available through the SelectCare provider network.
- The program will create increased access for **new eligible members**. Wisconsin state data indicates that new members select UnitedHealthcare Community Plan at a higher rate than other Medicaid HMOs.
- This relationship should drive patient retention; members will be required to select a primary care provider (PCP) from the SelectCare provider network, or a PCP will be automatically assigned if the member does not self-select.
- Providers will have the ability to balance clinic revenue and payer mix by accessing UnitedHealthcare Community Plan members through the SelectCare network.
- Providers will have an opportunity to participate in UnitedHealthcare Community Plan incentive programs throughout the year.
• Providers will have the ability to leverage UnitedHealthcare Community Plan provider technology and medical management expertise, as well as peer-to-peer consultation with a medical director.
• Providers can utilize the Provider Service Model offering in-field training, web cast training, and direct access to UnitedHealthcare Community Plan provider relations staff.
• Providers can keep informed through the Practice Matters e-newsletter and monthly e-bulletins on UnitedHealthcare Community Plan programs and BadgerCare updates.

12) Question: If I have questions about the SelectCare contract amendment, who should I call?
Answer: Providers may call SelectCare Provider Service at 1-800-858-9060.

Further details:
For additional reference tools regarding UnitedHealthcare Community Plan, visit these links:
• Wisconsin Medicaid hospital reimbursement details: https://www.forwardhealth.wi.gov/WIPortal/Tab/42/icscontent/provider/medicaid/hospital/drg/drg.htm
• Wisconsin Medicaid provider handbooks and guides: http://www.dhs.wisconsin.gov/medicaid
• Product overviews, provider manual, reimbursement policies, and prior auth requirements: http://www.uhccommunityplan.com/health-professionals/wi.html

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