

UNITED HEALTHCARE (UHC) MINUTES
November 4, 2013 RIC/RAC Meeting

UNITED HEALTHCARE REPRESENTATIVES PRESENT:
None

FACILITATORS:
Mr. Ingram Haley
Ms. Karen Northcutt

MR. HALEY: The United Healthcare folks will not be able to join us today, but I wanted to read into our record the question we did have for them and their response.

1. Follow-up to question #1 from July 15, 2013 RIC/RAC meeting.

We would like clarification on how to handle this common situation appropriately:
A patient is admitted to the hospital on Friday night and is discharged on Sunday. The order is for inpatient. On Monday morning, we notify United Healthcare of the admission. We do not always have a decision from United Healthcare on Monday by 5:00pm, on whether the inpatient admission is approved or not. It could even be Wednesday or Thursday before we are notified. At that point, if the inpatient stay is not approved, how should we proceed? If we bill outpatient, the order will not match the bill.

Response: A notification received on a Monday before 5pm for an admission on Friday is a timely notification per the Administrative Guide. Services should be considered covered unless receipt for clinical information is requested based on contract.

Discussion at Meeting

THE SPEAKER: It's them that I'm concerned about because they'll come back retrospectively and deny them. If they come in during this time, then you're covered, I mean, because you did do timely notification; because they're denying them.

So they need to give us someone that we can talk to over the weekend and do it in realtime so that we can get reimbursed. Because there's no way to protect the hospital's reimbursement there.

THE SPEAKER: From our experience with the United Healthcare, we've had to just take it to the appeal level because we can't get them to go on and give us the reimbursement forms. But if you go online, you can print their policy and procedure and fold it in your appeal letter, and then you have good outcomes with it. It just takes you a little extra time to get your money.

MR. HALEY: Anybody else have anything they want to add?

(No response)

MR. HALEY: Okay. Great.