

### **Program Description**

Patients may directly access the chiropractor without referral. OptumHealth Care Solutions- Physical Health\* providers are paid for covered services (subject to plan limitations and provider's scope of practice), up to the fee schedule maximum. Malpractice coverage of \$1,000,000 per incident and \$3,000,000 aggregate is required for participation.

### **Eligibility/Verification Options**

Eligibility is verified using either of the following:

- ◆ [unitedhealthcareonline.com](http://unitedhealthcareonline.com) (assistance for UnitedHealthcare online is available at: 866-842-3278).
- ◆ UnitedHealthcare customer service at 1-877-842-3210.

### **Clinical Notification Process**

Compliance with the Notification process described in the Clinical Support Program section of the Provider Operations Manual (viewable at [www.acnprovider.com](http://www.acnprovider.com)) is required. Payment for services not covered by a valid notification will be denied. Notification consists of a completed Notification Form and a Patient Health Questionnaire. Re-Notification will be required if treatment extends beyond the Re-Notification date or targets set for the patient. Note: Notifications are not required for members of Medicare, Medicaid or indemnity products.

1. Contact "Quick Group Check" at 1-888-329-5182 or check the "Exclusions Short list" to determine if Notification is required for the patient's group.
2. Complete Notification forms for:
  - ◆ New patients
  - ◆ Established patients that are new to OptumHealth Physical Health (notification has not been previously sent).
  - ◆ Established patients suffering from a new injury or significant exacerbation.
  - ◆ Patients requiring care beyond the re-notification dates or targets set for the patient.
3. Submit forms within 3 days but no later than 10 days.
  - ◆ INTERNET: [www.acnprovider.com](http://www.acnprovider.com)
  - ◆ MAIL: OptumHealth Physical Health -Notifications PO Box 5600 Kingston, NY 12402-5600
  - ◆ FAX: (845) 382-1341

Please direct questions about the clinical notification process to OptumHealth Physical Health at (888) 676-7768.

### **Claims Submission**

Claims for this plan are submitted directly to UnitedHealthcare using one of the following:

- Web MD (Payer ID:87726)  
[unitedhealthcare.com](http://unitedhealthcare.com)
- Ingenix netLink™
- Paper CMS 1500 form sent to the claims address on the patient's ID card

Claims must be received within 90 days from the service date. Claims submitted late may be denied.

### **Claims Inquiry**

Payment will be made by UnitedHealthcare. For inquiries about the status of your claim, please contact UnitedHealthcare at 1-877-842-3210. If you have a question concerning non-payment of a service for reasons related to the Notification process, please contact OptumHealth Physical Health's Main Service Center at 1-888-676-7768.

### **Provider Status Changes**

Demographic changes (including relocation and TIN changes) should be sent to:

PO Box 212  
Minneapolis, MN 55440-0212  
Fax: 763-595-3333