

United Healthcare

1. Please identify the insurance company(ies) reflected in this response?
 - a. UnitedHealthcare Insurance Company and UnitedHealthcare of Mississippi, Inc.
2. How does your insurance company provide the required Autism benefits mandated under Mississippi Law?
 - a. Benefits include the following levels of care:
 - i. Inpatient treatment.
 - ii. Residential Treatment.
 - iii. Partial Hospitalization/Day Treatment.
 - iv. Intensive Outpatient Treatment.
 - v. Outpatient Treatment.
 - b. Services include the following:
 - i. Diagnostic evaluations, assessment and treatment planning.
 - ii. Treatment and/or procedures.
 - iii. Medication management and other associated treatments.
 - iv. Individual, family, and group therapy.
 - v. Provider-based case management services.
 - vi. Crisis intervention.
 - c. For outpatient rehabilitation services for speech therapy, we will pay Benefits for the treatment of disorders of speech, language, voice, communication and auditory processing only when the disorder results from Injury, stroke, cancer, Congenital Anomaly, or Autism Spectrum Disorder. We will pay Benefits for cognitive rehabilitation therapy only when Medically Necessary following a post-traumatic brain Injury or cerebral vascular accident.
 - d. The following provision, in line with the state mandate, is included in contracts and covered for all groups with 100+ employees and offered to all groups with less than 100 employees: Enhanced Autism Spectrum Disorder services that are focused on educational/behavioral intervention that are habilitative in nature and that are backed by credible research demonstrating that the services or supplies have a measurable and beneficial effect on health outcomes. Benefits are provided for intensive behavioral therapies (educational/behavioral services that are focused on primarily building skills and capabilities in communication, social interaction and learning such as *Applied Behavioral Analysis (ABA)*).
3. When it comes to Applied Behavior Analysis services or treatment, does the company have specific procedure codes for billing purposes?
 - a. ABA codes are: H0031, H0032, H2012, H2019, H2014. There are no set limits on codes.

4. Will the company require precertifications or preauthorizations for any treatments or services?
 - a. We use a prior authorization process for inpatient services and select outpatient services across both medical and behavioral services.
 - b. Prior authorization is required for behavioral health inpatient services (in-network and out-of-network), with a grace period for non-planned admissions (e.g., emergency services).
 - c. Specifically, prior authorization is standardly required for Autism Spectrum Disorder Services, including applied behavioral analysis. However, the member specific certificate of coverage should always be reviewed to verify what, if any, prior authorization requirements will apply to any particular service.

5. What would be a good contact number that providers can use to contact the company for precertifications or preauthorizations?
 - a. The United Voice Portal is a simple and easy way for physicians and health care professionals to access to inquire about member benefits and eligibility, advanced notifications and check a claims status. **877-842-3210**.

6. What should a provider do if the patient has already been diagnosed as being in the autism spectrum and is currently undergoing treatments that are now covered under this law?
 - a. If a provider is correctly billing the services performed, then no additional steps are needed to ensure coverage.

7. Does the company have a specific form that must be used or required elements that must be included when submitting a treatment plan?
 - a. **How to Submit Advance or Admission Notifications/Prior Authorizations:**
There are several ways to submit advance or admission notifications and requests for prior authorizations. Once an advance or admission notification or prior authorization is submitted and confirmation is received, please do not resubmit.
 - i. Notify us using online functions. UHCprovider.com > Prior Authorization and Notification
 - b. On provider express, autism/ABA corner we have information about required treatment plan elements. However, we do phone based reviews, treatment plans may be requested upon clinical need.
 - c. We also accept advance notifications or prior authorizations using the form at the following link:
 - i. <https://www.uhcprovider.com/content/dam/provider/docs/public/prior-auth/Standard-Prior-Authorization-Request-Form.pdf>

8. How should a claim with multiple diagnoses (including autism) and services be coded to ensure payment?
 - a. United has a manual process set up to catch claims where the autism diagnosis is on the claim, but not as the primary diagnosis. We manually pay the claim when the autism diagnosis is not primary. So, we would prefer to have the autism diagnosis as primary, but will accept the diagnosis in any other position.

9. Where can a provider receive more information about contracting with the insurance company?
 - a. Providers can go to our Provider Express website to get information on how to join our network. The below link leads to the 'Join our Network' page, which includes a link for Autism/ABA specifically.
10. Please provide a list of Mississippi-licensed ABA therapy providers that are currently part of your network.
 - a. "To find the most current directory of our network physicians and health care professionals go to [UHCprovider.com](https://uhcprovider.com) > **MENU** > **Find a Provider**." If you look on the provider directory, you can search all "autism" providers.