



# **NYS Transition of Children Placed in Foster Care into Managed Care:**

## **Essential BH Community Providers**

**July 1, 2021**

**United  
Healthcare**

# Agenda

- Overview of UnitedHealthcare
- Foster Care Transition Overview
- Care Coordination
- Member Eligibility/Member enrollment
- Covered Services by 29I Health Care Facilities/VFCAs
- Required Assessments
- Special Populations and Treatment Methods
- Pharmacy Resources
- Provider Directory
- Provider Portal and Resources





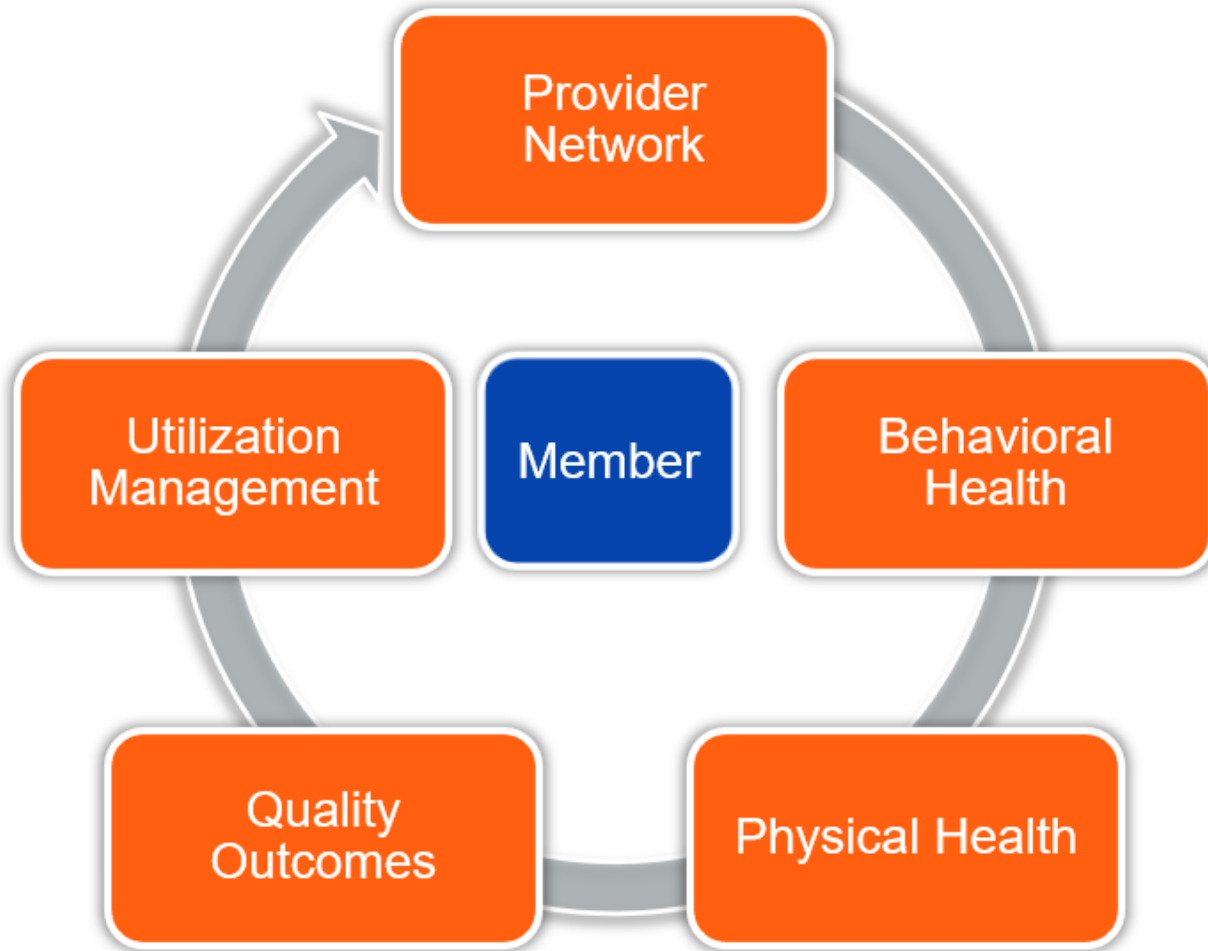
# UnitedHealthcare Overview

# UnitedHealthcare Community Plan

- Dedicated to providing benefits to the economically disadvantaged and medically underserved
- Manage benefits in 24 states, plus Washington D.C
- Serves more than 5 million beneficiaries
- Uniquely designed to address the complex the chronically ill, disabled, and people with higher risk medical, behavioral and social conditions



# UnitedHealthcare: Our Organization



# Our United Culture

**Our mission** is to help people live healthier lives.

**Our role** is to make health care work for everyone.

**Integrity.**  
**Compassion.**  
**Relationships.**  
**Innovation.**  
**Performance.**

Honor commitments  
Never compromise ethics

Walk in the shoes of people we serve  
and those with whom we work

Build trust through collaboration

Invent the future, learn from the past

Demonstrate excellence  
in everything we do



# Awareness of Diversity and Culture in Clinical Settings

- Differences found in diverse cultures populations
- Individual differences affect assessment and response to treatment
- Personality, culture, lifestyle and other factors influence client behavior
- Culturally sensitive counseling methods improve outcomes
- Dynamics of family systems and lifestyles influence treatment response
- Client advocacy needs to be specific to diverse cultures





# **Foster Care Transition Overview**



# Transition Overview

Effective July 1, 2021, children/youth placed in foster care, including those in direct placement in the 29-I Health Care Facilities/VFCA's statewide, will be enrolled in MMCPs unless the child/youth is otherwise exempt from enrollment.

MMCPs are responsible for providing all Benefit Package services to enrolled children/youth placed in foster care, promoting continuity of care, and ensuring health care services are delivered in a trauma-informed manner and consistent with standards of care recommended for children in foster care.



# Transition Goals

This transition is an effort to support access to comprehensive, high quality health care that is essential to children/youth placed in foster care.

Compared to children/youth with similar socio-economic backgrounds outside of the foster care system, children/youth in the foster care system:

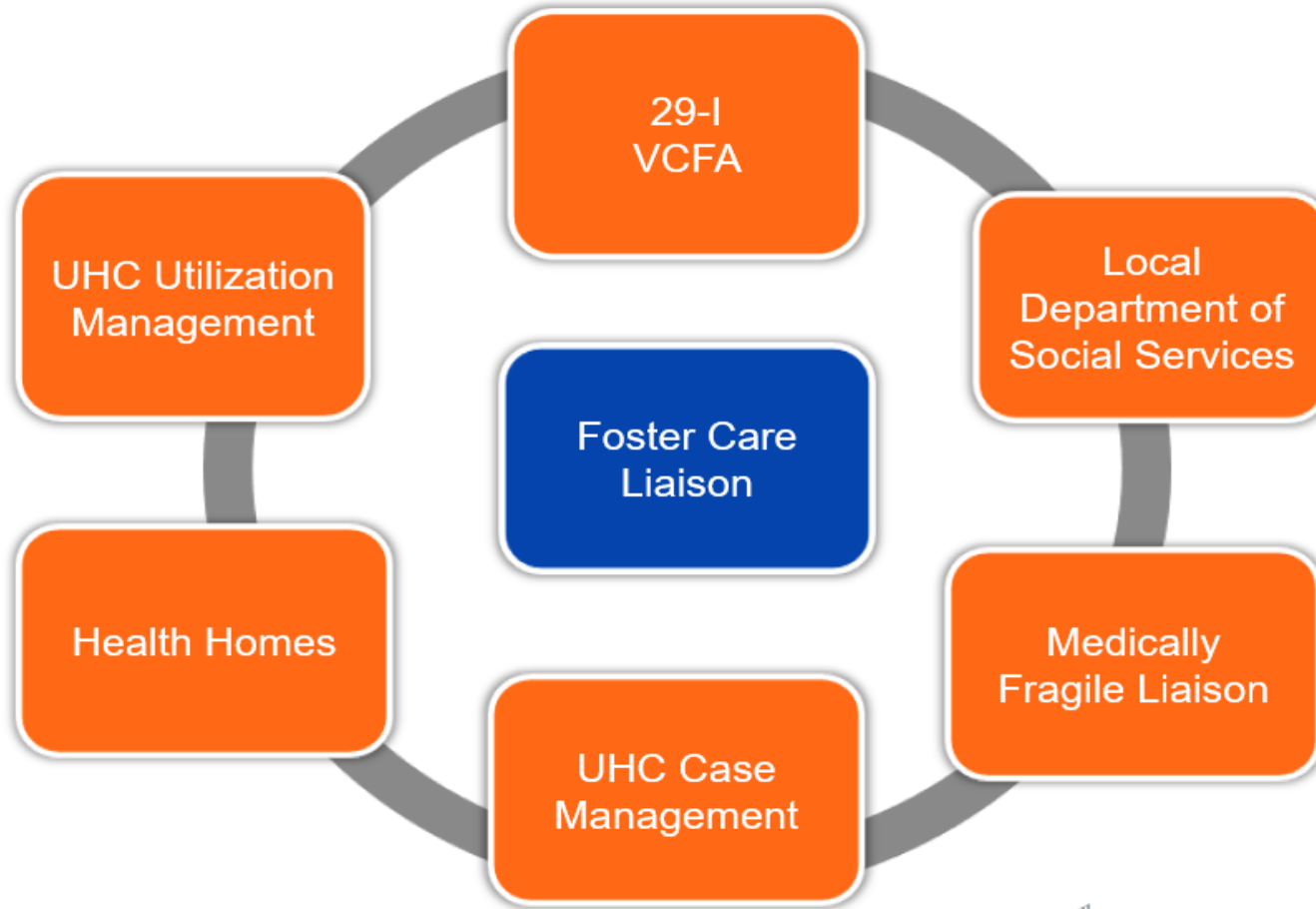
- Have higher rates of birth defects, developmental delays, physical disabilities, medical problems, and mental/behavioral health needs
- Utilize inpatient and outpatient mental health services at a rate 15–20 times higher than the general pediatric Medicaid population
- Experience profound consequences due to chronic trauma. For this reason, it is essential these children receive immediate access to services upon a child/youth's placement in foster care, and no interruption in the provision of ongoing services as a result of this transition
- Have not had access to traditional preventive health care services
- Require frequent health monitoring





# **High Touch Care Coordination**

# Access to Care: Foster Care Liaison



# Foster Care Liaison Role

- UHC Foster Care Liaison is the direct contact for the LDSS and the 291 Health Care Facility Managed Care Liaisons and will be responsible for monitoring access for children in foster care.
- Foster Care Liaison will assist with enrollment, disenrollment, and access to care issues.
- Foster Care Liaison is responsible for ensuring immediate issuance of a *Welcome Letter* or other temporary identification showing the effective date of enrollment or a replacement insurance identification.
- Foster Care Liaison will work to ensure that there are no gaps in services for foster care children, including facilitating Single Case Agreements (SCA) with OON providers with expertise treating children in foster care, when necessary.

After Hours Contact: Providers 1-866-362-3368 select option 8  
Members 1-800-493-4647 select option 8



# Case Management

## 29-I Health Care Facility / VFCA Care Coordination

29-I/VFCA facilitates the establishment of the child's permanency planning through collaboration with all service providers. 29-I/VFCA collaborates with LDSS Case Manager, HH Case Manager or UHC Case Manager to develop a comprehensive care plan.

## Health Home Case Management

Health Home Care Manager to ensure that a comprehensive POC is completed, and authorization of services is efficient and provided in a timely manner for members that receive Health Home services. UHC is responsible for monitoring it.

## UHC Behavioral and Medical Case Management

Members that are not in a Health Home are eligible for UHC case management services. Those services are voluntary. If accepted by 29-I/VFCA, member will be assisted with coordination of their behavioral health and physical health services and ensure they are linked with the appropriate services that meet their needs.






# **Member Eligibility**

# Membership Cards:

For Members: 1-800-493-4647 TTY 711  
 For Providers: UHCprovider.com 1-866-362-3368


 **UnitedHealthcare** | Community Plan  
 Health Plan (80840) 911-87726-04

Member ID: 001000002 Group Number: NYCDFHP

Member:  
 REISSUE ENGLISH  
 CIN#: 9999999222

PCP Name: DOUGLAS GETWELL  
 PCP Phone: (718)260-4600

Payer ID: 87726

 **OPTUMRx**<sup>™</sup>

Rx Bin: 610494  
 Rx Grp: ACUNY  
 Rx PCN: 4800

0501 UnitedHealthcare Community Plan for Families  
 Administered by UnitedHealthcare of New York, Inc.

In an emergency go to nearest emergency room or call 911. Printed: 08/08/18

This card does not guarantee coverage. For coordination of care call your PCP. To verify benefits or to find a provider, visit the website [www.myuhc.com/communityplan](http://www.myuhc.com/communityplan) or call.

For Members: 800-493-4647 TTY 711  
 NurseLine: 877-597-7801 TTY 711  
 Mental Health: 888-291-2506 TTY 711

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For Providers: UHCprovider.com 866-362-3368  
 Medical Claims: PO Box 5240, Kingston, NY, 12402-5240

Pharmacy Claims: OptumRX, PO Box 29044, Hot Springs, AR 71903  
 For Pharmacists: 877-305-8952

After Hours Contact: Providers 1-866-362-3368 select option 8  
 After Hours Contact Members 1-800-493-4647 select option 8





# Eligibility & Benefits: [uhcprovider.com/eligibility](https://uhcprovider.com/eligibility)

The screenshot shows the UnitedHealthcare provider portal homepage. At the top left is a 'MENU' icon. Next to it is the UnitedHealthcare logo and a search bar with the placeholder text 'What can we help you find?'. Below the search bar is the text 'Resources for physicians, administrators and healthcare professionals'. The main content area features a large banner with the text 'Hello! Welcome to your new home for the latest news, policy information and access to Link self-service tools for care providers.' and a 'Learn More' button. To the right of the banner is a large blue callout box with the text 'Eligibility and Benefits' and a 'Learn More' button. Below the banner are four colored tiles: 'Claims and Payments' (purple), 'Eligibility and Benefits' (blue), 'Policies and Protocols' (green), and 'Prior Authorization and Notification' (dark purple). Each tile has a 'Learn More' or 'View Current' button. A blue arrow points from the 'Eligibility and Benefits' tile to the callout box. Below the tiles is a section titled 'Latest UnitedHealthcare Provider News' with a 'May 2019 Network Bulletin' article.

Use the MENU to explore by topic

Search can take you quickly to what you want

Resources for physicians, administrators and healthcare professionals

What can we help you find?

Hello!

Welcome to your new home for the latest news, policy information and access to Link self-service tools for care providers.

Learn More

Quickly access important self-service areas from tiles below

Eligibility and Benefits

Learn More

Claims and Payments

Learn More

Policies and Protocols

View Current

Prior Authorization and Notification

Learn More

Latest UnitedHealthcare Provider News

May 2019 Network Bulletin

05/01/2019 - UnitedHealthcare Commercial Medical Policy Update Bulletin - May 2019

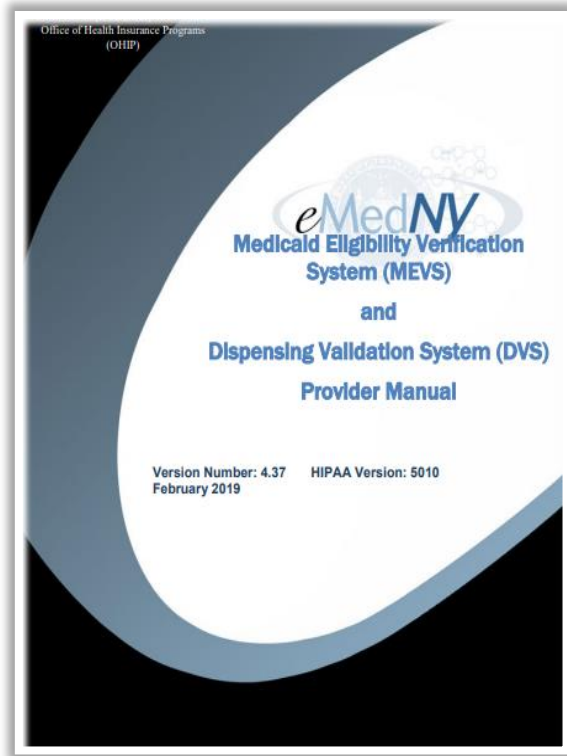
May 2019 Network Bulletin

Last Modified | 05.01.2019

In the May Network Bulletin, you can learn about Informational Smart Edits messages, labs selected to be



# Additional Resource: Member Eligibility



## Medicaid Eligibility Verification (MEV) System:

- Telephone
- ePaces
- X12 270/271 Health Care Benefit Inquiry and Response
- eMedNY Call Center 1-800-343-9000





# **Covered Services by 29I Health Care Facilities/VFCAs**

# Core Limited Health Related Services (CLHRS)

All Licensed Article 29I Health Facilities are required to provide, or make available through a contract arrangement, all **Core Limited Health-Related Services**.

Below are categories of services covered by Article 29I Health Care Facilities:

## Core Limited Health-Related Services (Mandatory)

- Skill Building Licensed Behavioral Health Practitioner (LBHP)
- Nursing Supports and Medication Management
- Medicaid Treatment Planning and Discharge Planning
- Clinical Consultation and Supervision
- Managed Care Liaison/Administration

[uhcprovider.com/content/dam/provider/docs/public/admin-guides/comm-plan/NY-UHCCP-Dual-LTC-CHIP-Care-Provider-Manual.pdf](https://uhcprovider.com/content/dam/provider/docs/public/admin-guides/comm-plan/NY-UHCCP-Dual-LTC-CHIP-Care-Provider-Manual.pdf)



# Other Limited Health Related Services (OLHRS)

Below are categories of services covered by Article 29-I Health Care Facilities:

## Other Limited Health-Related Service (Optional)

- Screening, diagnosis, and treatment services related to **physical health**
- Screening, diagnosis, and treatment services related to **developmental and behavioral health**
- Children and Family Treatment and Support Services (CFTSS)
- Children's Home and Community Based Services (HCBS)

For more information about the services covered under the 29-I Health Facility / VFCA transition, refer to the UnitedHealthcare Provider Manual:

[uhcprovider.com/content/dam/provider/docs/public/admin-guides/comm-plan/NY-UHCCP-Dual-LTC-CHIP-Care-Provider-Manual.pdf](https://uhcprovider.com/content/dam/provider/docs/public/admin-guides/comm-plan/NY-UHCCP-Dual-LTC-CHIP-Care-Provider-Manual.pdf)



# OLHRS Excluded Services

## OLHRS does not include the following services \*

- Surgical, Dental, Orthodontic, and Nursing Services
- General Hospital Services (Including Emergency Care)
- Birth Center Services
- Emergency Intervention for Major Trauma
- Treatment of Life-Threatening or Potentially Disabling Conditions
- Skill Building Activities
- Medicaid Treatment Planning and Discharge Planning

*\*These services are included in the Preventive or Rehabilitative Residential supports of the mandatory CLHRS*





# **Required Assessments**

# Required Initial Health Care Assessments

Activity	Time Frame	Mandate Activities	Performed By
Initial screening/ screening for abuse/ neglect	24 hours	Yes	Health practitioner (preferred) or child/youth welfare caseworker/health staff
Initial medical assessment	30 days	Yes	Health Practitioner
Initial dental assessment	30 days	Yes	Health Practitioner
Initial mental health assessment	30 days	No	Mental Health practitioner
Family Planning Education and Counseling and follow- up health care for youth age 12 and older (or younger as appropriate)	30 days	Yes	Health Practitioner
Initial developmental assessment	45 days	No	Health Practitioner
Initial substance abuse assessment	45 days	No	Health Practitioner
Follow-up health evaluation	60 days	No	Health Practitioner

[health.ny.gov/health\\_care/medicaid/redesign/behavioral\\_health/children/docs/29i\\_billing\\_manual\\_final.pdf](https://health.ny.gov/health_care/medicaid/redesign/behavioral_health/children/docs/29i_billing_manual_final.pdf)





# Initial Medical Assessment

29-I/VFCAs must obtain an initial medical assessments for every child placed in foster care within **the first 30 days** of their placement. Those assessments are time sensitive and impact the child's health, safety, and well- being.

The 29-I/VFCA will collaborate with the Primary Care Provider to meet this requirement. The **Initial Medical Assessment** should include:

- Medical and Developmental History
- Unclothed Physical Examination (when clinically appropriate)
- Observation for abuse or neglect
- Problem list and treatment plan
- Preventive screening and intervention
  - Immunizations, health education and anticipatory guidance



# Initial Dental Assessment

29-I/VFCAs must obtain an initial medical assessments for every child placed in foster care within **the first 30 days** of their placement.

If there is documentation that the child had an assessment within 90 days before placement, then it does not need to be repeated

The 29-I/VFCA will collaborate with the Dental Health Care Provider to meet this requirement. The **Initial Dental Assessment** should include:

- Dental history and screening
- Children under 3 – referral for dental care when a medical provider finds problems upon examining mouth
- Children 3 and older – diagnostic exam by a dentist

The Following are strongly recommended:

- X rays as indicated
- Routine prophylaxis
- Cleaning
- Topical fluoride
- Oral hygiene instruction to child and care giver
- Sealants on permanent molars



# Initial Mental Health Assessment

29-I/VFCAs must obtain an initial medical assessments for children aged **3 and older** placed in foster care within **the first 30 days** of their placement.

The assessment should include:

- Past psychiatric history, past and current medications.
- Identify strengths and needs
- Developmental, Academic, and Family History.
- Social, behavioral, Medical and substance abuse history
- Trauma or abuse history
- Risk of Antisocial behavior
- Assessment of safety, suicidality or self harm
- Risky sexual behavior
- Mental health assessment conducted by a qualified health care professional
- Development of a mental health needs list
- A list of the child's strengths
- Development of a treatment plan.



# Initial Substance Abuse Assessment

29-I/VFCAs must obtain an initial medical assessments **for children aged 13 and older** placed in foster care within **the first 45 days** of their placement.

The purpose of the assessment is to determine whether the child is currently using drugs, alcohol, or tobacco or is at risk of using them. A throughout assessments also considers substance use in the child's family.

Assessment Tools approved for adolescents by NY OASAS include:

- CRAFFT
- LOCADTRA-A
- GAIN
- AUDIT
- DAST-10

**Note:** “Substance” or “drug” includes all alcohol and chemicals, including prescribed pharmaceuticals, improperly used by either inhalation, smoking, ingestion or injection.



# Medical Consents

- Consent for routine medical assessment is dependent upon many circumstances, PCP should communicate with the 29-I Health Care Facility / VFCA to understand who the youth's guardian is and/or who has the legal authority to grant consent for routine treatment and disclosure of information
- Children in Foster Care need special oversight because they are placed outside the home, possibly moving from one placement to another. Therefore, greater consideration is required by agency staff and health care providers involved with their care regarding medical consent.
- Primary Care Providers need to clearly document verification of consent and legal guardianship in order to treat and share medical information.

For more information refer to:

[ocfs.ny.gov/main/sppd/health-services/docs/manual/Ch06-Consent.pdf](https://ocfs.ny.gov/main/sppd/health-services/docs/manual/Ch06-Consent.pdf)





# **Special Populations and Treatment Methods**

# Evidenced Based Care & Standards Children/ Youth in Foster Care

UHC recognizes and encourages use of the following behavioral health treatment modalities as evidence-based practices:

Trauma-Focused Cognitive Behavioral Therapy: #1-3  
Trauma Informed Child-Parent Psychotherapy #1 -3  
Multi-Dimensional Treatment Foster Care

Multi-systemic Therapy #1 & 2  
Functional Family Therapy #1 -2  
Dialectical Behavior Therapy

For more information about UHC Evidenced Based Training and Practice Guidelines go to Provider Express:

## **Foster Care Toolkit:**

[providerexpress.com/content/ope-provexpr/us/en/clinical-resources/FosterCareToolkit.html](https://providerexpress.com/content/ope-provexpr/us/en/clinical-resources/FosterCareToolkit.html)

## **UHC Clinical Guidelines.**

[uhcprovider.com/en/policies-protocols/clinical-guidelines.html](https://uhcprovider.com/en/policies-protocols/clinical-guidelines.html)

## **National Institute of Health Evidence Based Practices & Programs**

[prevention.nih.gov/research-priorities/dissemination-implementation/evidence-based-practices-programs](https://prevention.nih.gov/research-priorities/dissemination-implementation/evidence-based-practices-programs)



# Project Training and Education for the Advancement of Children's Health (TEACH)

- To strengthen and support the ability of New York's pediatric primary care providers (PCPs) to deliver care to children and families who experience mild-to-moderate mental health concerns
- Project TEACH provides specialized training, consultation, and linkage with mental health treatment for primary care physicians statewide
- Collaboration of OMH with the Department of Health (DOH), Conference of Local Mental Hygiene Directors, American Academy of Pediatrics (AAP), and the New York State Academy of Family Physicians (AAFP)
- The program seeks to provide ongoing training and consultation services to better meet the mental healthcare needs of some of the children seen in primary care practices
- To learn more about Project TEACH and how to access its resources, visit:

[projectteachny.org/](http://projectteachny.org/)





# First Episode of Psychosis (FEP): Resources

## OnTrackNY:

- Offers specialized clinical service for adolescents and young adults between the ages of 16 and 30 who have been experiencing psychotic symptoms for more than a week but less than 2 years
- To learn more or make a referral visit the OnTrackNY website and click on Providers tab:

[ontrackny.org/](https://ontrackny.org/)

- NYC Supportive Transition and Recovery Team (START):
- Employs the evidence-based practice of Critical Time Intervention (CTI) to engage adolescents and young adults between the ages of 16 and 30 experiencing their first adult hospitalization for psychosis
- To learn more visit the NYC Start website:

[1.nyc.gov/site/doh/health/health-topics/crisis-emergency-services-nyc-start.page](https://1.nyc.gov/site/doh/health/health-topics/crisis-emergency-services-nyc-start.page)



# Transition Age Youth (TAY)

- Transition Age Youth (TAY) are young people between the age of 16-25.
- Many major life changes happen during this time frame including:
  - Starting a First Job
  - Starting College
  - Moving away from home
  - Exploring New Relationships
  - Discovering Identity
- Several Resources for Transition Age Youth and for Providers working with that population include:

[mhanys.org/transition-age-youth](https://mhanys.org/transition-age-youth)

- MHANYS Transition Age Youth Homepage:
- NYS OMH Transition Age Youth Resource Webpage:

[omh.ny.gov/omhweb/consumer\\_affairs/transition\\_youth/resources/](https://omh.ny.gov/omhweb/consumer_affairs/transition_youth/resources/)



# NYC Well

Connects New Yorkers to free, confidential mental health support

Speak to a counselor via phone, text or chat and get access to mental health and substance misuse services, in more than 200 languages, 24/7/365:

- Suicide prevention and crisis counseling
- Peer support and short-term counseling via telephone, text and web
- Assistance scheduling appointments or accessing other mental health services
- Follow-up to check that you have connected to care and it is working for you
- Referral to NYC adult and children mobile crisis services

UHC partners with NYC Well if a caller identifies as a UnitedHealthcare member to assist that individual with non-crisis related inquiries: **1-888-NYC-WELL (1-888-692-9355)**





# **Pharmacy Resources**

# State Pharmacy Resource

**NEW YORK STATE** | **Department of Health** | **Office of Health Insurance Programs** | New York State Medicaid Managed Care (MMC) Pharmacy Benefit Information Center

HOME PAGE | DRUG LOOK-UP | DRUG QUICKLISTS | FAQ | NEWS & HELPFUL LINKS | CONTACT US

MMC News ▶ 1/3/18 Medicaid Non-Opioid alternative treatment options

**The FY 2022 Enacted Budget delays the transition of the Medicaid pharmacy benefit by two years, until April 1, 2023. Future updates will be forthcoming.**

This website is designed to provide easy access for members and providers looking for information on the drugs and supplies covered by different Medicaid health care plans. While pharmacy benefits and participating pharmacies vary among health plans, all plans maintain their own web customer service call centers.

To use this website, you should first check your health plan identification card and match it to the one presented on this website. By clicking on the appropriate identification card/logo you will be provided with contact numbers and links to your health plan's website including links to prior authorization (PA) forms and drug look-up options. If you do not have your health plan identification card or do not know what health plan you are enrolled in, call the Medicaid Helpline at 1-800-541-2831 from 8am through 8pm, Monday through Friday and from 9am to 1pm on Saturday.

Each managed care plan has its own list of covered drugs (called a formulary). If you would like to find out if a drug is covered, please perform a [drug look-up search](#).

**Managed Care Plans**


**Contact Information**

For questions regarding your eligibility or to find out which managed care plan you are enrolled in, you may call the Medicaid Helpline at 1-800-541-2831. It is available from 8:00 a.m. through 8:00 p.m., Monday through Friday and from 9:00 a.m. to 1:00 p.m., on Saturday.

Please let us know if you're having difficulty with this website, if any of the links are broken, or if you have a suggestion for additional content by clicking here: [contact us](#)

For more information on the NY State Medicaid fee for service program visit the [New York State Medicaid](#) site.  
For formulary information on the NY State Medicaid fee for service program visit the [eMedNY](#) site.  
For more information on the NY State Medicaid Prior Authorization Programs please visit the [Magellan Medicaid Administration](#) site.  
For more information on Medicaid Managed Care visit the [New York State Managed Care](#) site.

**Disclaimer**



# State Pharmacy Resource

**Plan of New York Homepage**

- Bulletins and Newsletters
- Care Provider Manuals
- Claims and Payments | UnitedHealthcare Community Plan of New York
- Payment Policy Notifications
- Pharmacy Resources and Physician Administered Drugs**
- Policies and Clinical Guidelines
- Prior Authorization and Notification
- Provider Forms and References
- Training and Education
- UnitedHealthcare Connected
- UnitedHealthcare Dual Complete® Special Needs Plans

## Pharmacy Resources and Physician Administered Drugs

### COVID-19 NY State PPE Fee Guidance

The New York State Department of Financial Services (DFS) [recently issued guidance](#) stating that care providers should not charge members additional fees for items such as personal protective equipment (PPE). DFS expects New York care providers to refund any of these charges paid by the member that were more than the member's financial responsibility on a claim. If you have questions, please contact your provider advocate or network management contact. Thank you.

Find pharmacy information related to prescription drugs including prescription drug lists, step therapy, quantity limits and prior authorization requirements for Community Plan care providers.

[Prior Authorization Information for Your Patient's Medicaid Pharmacy Benefit](#)

- Opioid Program and Resources** +
- Pharmacy Prior Authorization** +
- Physician Administered Drugs / Medical Injectables / Specialty Pharmacy** +
- Preferred Diabetic Testing Supplies** +

### Prescription Drug Lists / Formulary Lists, Drug Search and Updates

- Child Health Plus** +
- Essential Plan** +
- UnitedHealthcare Community Plan** +
- UnitedHealthcare Dual Advantage** +



# PreCheck My Script

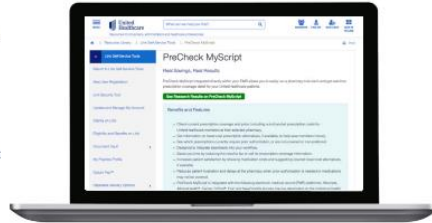
## Simplified prior authorization

Help save up to 50 minutes<sup>2</sup> by identifying medication options that don't require prior authorization, or by quickly submitting your prior authorization request right within the system.\* Just answer a few questions and submit the request electronically — approvals are often confirmed within seconds.

## Seamless integration with EMRs

PreCheck MyScript gives you the convenience of an uninterrupted workflow during prescribing. It is integrated into several of the most common EMR platforms or through the Link dashboard. Available EMR platforms currently include:

- DrFirst®
- athenahealth®
- NewCrop
- Allscripts®
- Cerner® and Epic (through RxRevu and CenterX®)



## A solution that drives results

The PreCheck MyScript tool may help provide greater prescribing convenience, increased cost savings and improved medication compliance.



### Convenience

- Up to **50 minutes saved** for providers per prescription per patient by avoiding prior authorization<sup>2</sup>
- PreCheck MyScript now includes **comparative cost data** on alternative fulfillment channels, enabling providers to compare patients' medication costs at retail versus home delivery



### Cost savings

- **\$225 saved** per script fill for patients<sup>3</sup>
- **\$41 saved** per prescription per patient for providers<sup>2</sup>
- **\$415 saved** per script fill for health plans<sup>4</sup>
- **14% lower** administrative costs for pharmacies per claim<sup>4</sup>



### Compliance

- Patients are **23% more likely** to obtain medication<sup>5</sup>
- Up to **4% improved** medication adherence for diabetes, high cholesterol and high blood pressure patients<sup>6</sup>

**Learn more**  
[UHCprovider.com/pcms](http://UHCprovider.com/pcms)

## PreCheck MyScript

### Real Savings, Real Results

PreCheck MyScript integrated directly within your EMR allows you to easily run a pharmacy trial claim and get real-time prescription coverage detail for your UnitedHealthcare patients.

[See Research Results on PreCheck MyScript](#)

### Benefits and Features

- Check current prescription coverage and price, including out-of-pocket prescription costs for UnitedHealthcare members at their selected pharmacy.
- Get information on lower-cost prescription alternatives, if available, to help save members money.
- See which prescriptions currently require prior authorization, or are non-covered or non-preferred.
- Designed to integrate seamlessly into your workflow.
- Saves you time by reducing the need to fax or call for prescription coverage information.
- Increases patient satisfaction by showing medication costs and suggesting covered lower-cost alternatives, if available.
- Reduces patient frustration and delays at the pharmacy when prior authorization is needed or medications may not be covered.
- PreCheck MyScript is integrated with the following electronic medical record (EMR) platforms: Allscripts, AthenaHealth®, Cerner, DrFirst®, Epic and NewCropRx. Access may be dependent on the individual health system. If PreCheck MyScript is currently not available directly in your EMR, you can access the tool through the [UnitedHealthcare Provider Portal](#). [↗](#)

[Go to PreCheck MyScript](#)

[uhcprovider.com/content/provider/en/resource-library/link-provider-self-service/precheck-myscript.html?cid=none](http://uhcprovider.com/content/provider/en/resource-library/link-provider-self-service/precheck-myscript.html?cid=none)





# Provider Directory



# Rally Member Resources:

## Medicaid insurance plans

Medicaid is health insurance that's available if you have a low income. Other people sometimes qualify for Medicaid, like:

- Pregnant women
- Children
- Older people
- People with a disability

Medicaid plans can be offered at a lower cost or sometimes at no cost to you. Medicaid is different in each state. It may be called different names depending on where you live.

### Find Medicaid plans near you

Enter your ZIP code to see available Medicaid plans in your area.

[Find plans](#) 


### Do you have Medicaid and Medicare?


If you're eligible for both Medicaid and Medicare, check into UnitedHealthcare Dual Complete,<sup>®</sup> which is a Dual Special Needs Plan (D-SNP).

These plans are available in some states. D-SNP can help you get more benefits and features than you can with Original Medicare, at no extra cost.

### Already a Medicaid member?

Sign in for an easier way to see your plan information.

[Sign in](#) 

Don't have an account? [Register now](#) <sup>1</sup>



# Rally Member Resources:

## Learn about Medicaid plans

With Medicaid, there may be several types of low cost or no cost plans available, depending on the state where you live. Learn about the types of plans below.

Plan type	What it covers
<a href="#">Medicaid</a>	Low cost or no cost health insurance coverage that is managed by each state. Eligibility requirements can change from state to state. Your state may even have its own name for its Medicaid program.
<a href="#">Dual Special Needs Plans (D-SNP)</a>	Insurance coverage for people who qualify for both Medicaid and Medicare. Most dual plans give you more benefits than you get with Original Medicare.
<a href="#">Children's Health Insurance Program (CHIP)</a>	Low-cost or no-cost coverage for infants, children and teens. Designed to help children get the care they need as they develop.

## Questions about Medicaid?

Medicaid rules may change over time. So you may qualify even if you didn't before.

You can apply for and enroll in Medicaid or CHIP at any time of year. If you qualify, your coverage can begin right away.

[Learn if you may qualify for Medicaid](#) 



# Rally Member Resource: Find a Doctor

## Find a doctor

### Looking for a doctor in your network?

Whether you get insurance through your employer or have other coverage, like Medicare or Medicaid, sign in to your health plan account to find the most up-to-date list of network providers for your plan.

Select your plan to sign in ▾

### Looking for general provider information?

You can browse provider information without signing in to your health plan account, but be sure to check your coverage before choosing a provider.

#### Select the type of provider you're looking for

[General provider search](#)

Find a physician, mental health provider, hospital or health care facility.

[Mental health clinician or facility for Medicaid](#)

[Dentist](#)

[Vision care provider](#)

[Pharmacy](#)

[Telehealth services](#) →

#### Disclaimer

Health plan coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates.

[uhc.com/find-a-physician](https://uhc.com/find-a-physician)





# **Provider Resources and Portals**

# UHC On-Line Resources

## [uhcprovider.com](http://uhcprovider.com)

- ✓ Check member eligibility
- ✓ Check claim status and payments
- ✓ Claims Reconsideration
- ✓ Electronic Data Interchange (EDI) information
- ✓ Tools and Resources

## [providerexpress.com](http://providerexpress.com)

### New York State Page

- ✓ New York Medicaid Provider resources children under 21
- ✓ 29I Health Care Facilities/VFCA Resources
- ✓ Demographic Updates
- ✓ Clinical Guidelines and Policies
- ✓ PAAN Behavioral Health Guide
- ✓ Trainings & Resources
- ✓ Sentinel Events Reporting Form



# UHC On-Line Resources

## [uhccommunityplan.com](http://uhccommunityplan.com)

- ✓ A website for Health Care Professionals, Community Organizations and Members
- ✓ For providers the links will direct you to important information in your state
- ✓ Directs you to our secure provider site UnitedHealthcare Online®

## [liveandworkwell.com](http://liveandworkwell.com)

- ✓ Search for Providers in the Network
- ✓ Confidential Work/Life Resource Center
- ✓ Offers Interactive Assessments
- ✓ Medication Database
- ✓ Self – Help Resources





# Questions?

**Thank you for your Participation.**

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