Important Update to Claims Billing Requirements for Primary Care Physicians and Specialists

This is an update about information contained in the UniCare Provider Operations Manual. For access to the latest Provider Operations Manual, go to www.unicare.com.

UniCare Health Plan of West Virginia, Inc. (UniCare) wants members enrolled in Medicaid Managed Care to receive the best possible care. For this to occur, we believe it is important for our members’ Primary Care Provider (PCP) to oversee all medical care, even when members are referred to another provider for services. The new referral requirements outlined below (which are also mandated by the West Virginia Bureau of Medical Services), will help us achieve this, as well as ensure that your referral-related claims are processed quickly and efficiently.

What’s Changing and When

Effective **July 1, 2012**, specialists and other providers must obtain a referral from a UniCare member’s PCP prior to treating that member. PCPs should provide their National Provider Identifier (NPI) to specialists when referring Medicaid Managed Care members and maintain a record of that referral in members’ medical records. Specialists and other providers (i.e., on-call physicians and physicians providing coverage for another physician) should only render services to UniCare members when the member has a referral from their designated PCP.

National Provider Identifier (NPI) Numbers Required on All Claims

To indicate a referral has been obtained, the PCP’s NPI must be entered in **Box 17b** of the Centers for Medicare and Medicaid Services (CMS) CMS-1500 claim form or in **Loop 2310A** for electronic data interchange (EDI) claims when submitting claims to UniCare.

Specialists and other non-PCPs can obtain the NPI from the referring physician’s office or from the NPI Registry website at [https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do](https://nppes.cms.hhs.gov/NPPES/NPIRegistryHome.do)
Exceptions

The referring PCP’s NPI is NOT required when billing for the following services:

- Services from OB/GYNs
- Services from Indian Health Providers
- Urgent Care Center Services
- Health Department Services
- Anesthesia Services
- Ambulance Services

While the referring PCP’s NPI is NOT required for the services listed below, the NPI of the referring provider (if other than the PCP) IS REQUIRED when billing for the following:

- Chiropractic Services
- Radiology Services
- Other Diagnostic Procedures
- Physical and Occupational Therapy
- Speech Therapy
- Durable Medical Equipment
- Home Health Services

Other Exceptions

- The member has not been assigned a PCP; or
- The provider rendering services is in the same group (or same Tax ID) as the member’s PCP and is one of the specialties below:

<table>
<thead>
<tr>
<th>Family Practitioner</th>
<th>Internal Medicine</th>
<th>OB/GYN</th>
</tr>
</thead>
<tbody>
<tr>
<td>General Practitioner</td>
<td>Nurse Practitioner</td>
<td>Physicians Assistant</td>
</tr>
<tr>
<td>General Pediatrics</td>
<td></td>
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</tr>
</tbody>
</table>

Record of Referral to Specialty Care Form

To help our providers with the new process, UniCare will provide PCPs with a Record of Referral to Specialty Care form. The form has been updated to include a field for the referring PCP’s NPI.

The referring PCP can fax the form to the specialist to ensure that the specialist has his or her NPI. If the referring PCP’s NPI number is not provided by the PCP, the specialist will be responsible for contacting the PCP’s office to obtain it.

Note: A Record of Referral is valid for as long as the member is under the care of the specialist or other provider.
The **Record of Referral to Specialty Care** form is available for download at UniCare’s Provider Resources website:

1. Go to [www.unicare.com](http://www.unicare.com).
2. Select on **Providers**.
3. Select on **State Sponsored Plan providers**.
4. Select **West Virginia – Medicaid Managed Care**.
5. On the **Provider Resources** page, scroll down to **Forms and Tools** and select **Forms Library**.
6. Under **General Forms**, select **Record of Referral to Specialty Care**.

**Member Education**

UniCare’s Member Outreach Team will work to reinforce with members that they are responsible for seeing their assigned PCP. Should members tell us that they would like to change their PCP, we will also remind them what steps to take in order to do so.

**For More Information**

If you have questions about the claims billing requirements for specialist and other providers, please call our Customer Care Center at **1-800-782-0095**.