

# Peoples Health and UnitedHealthcare provider portal and claims system integration

These FAQs will be regularly updated with new information.

## Overview

To strengthen patient care, we've adopted national resources to support overall operations and performance. We're now taking another major step by integrating the Peoples Health and UnitedHealthcare claims systems, credentialing process and provider portal on Jan. 1, 2024.

## Frequently asked questions

### What products are impacted?

All Peoples Health plans are affected by the integration of the Peoples Health and UnitedHealthcare claims systems and provider portal. We've outlined those plans in the chart below.

Plan contract	Plan name
H1961-003-000	Peoples Health Secure Health (HMO-POS D-SNP)
H1961-014-001	Peoples Health Choices 65 (HMO-POS) Greater New Orleans and Baton Rouge Area
H1961-014-002	Peoples Health Choices 65 (HMO-POS) Northshore
H1961-014-003	Peoples Health Choices 65 (HMO-POS) Southland
H1961-014-004	Peoples Health Choices 65 (HMO-POS) Rural Southeast
H1961-017-000	Peoples Health Choices Gold (HMO-POS)
H1961-019-000	Peoples Health Secure Complete (HMO-POS D-SNP)
H1961-020-000	Peoples Health Medicare Advantage LA-0004 (HMO-POS) – <b>New contract for 2024</b>
H1961-801-000	Peoples Health Group Medicare (HMO-POS) Peoples Health Group Medicare (HMO-POS) Office of Group Benefits
H4544-001-000	Peoples Health Choices (PPO)
H4544-002-000	Peoples Health Patriot (PPO)

### Will the communications I receive in 2024 look different?

Yes, many communications related to Peoples Health or your Peoples Health patients will look different. Some may even use the UnitedHealthcare logo in place of or in addition to the Peoples Health logo.



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## Whom do I contact with questions in 2024?

We have a new provider services phone number: 877-842-3210. You can begin using this number now.

Your Peoples Health provider representative will also continue to support you.



## Provider Portal

### What is the UnitedHealthcare Provider Portal?

The UnitedHealthcare Provider Portal is a secure, authenticated site you can use for managing your Peoples Health patient business in 2024. Use the portal's supporting tools to:

- Review 2024 claims activity, eligibility and benefits
- Submit 2024 authorization requests
- Submit credentialing requests
- Conduct other Peoples Health patient operations business for 2024 dates of service

You can access the UnitedHealthcare Provider Portal at [UHCprovider.com](https://UHCprovider.com). If you are not familiar with the UnitedHealthcare Provider Portal, you can register for access online and take a self-paced training. Start by creating a [One Healthcare ID](#).

You can also chat with a live service advocate when you sign in to the UnitedHealthcare Provider Portal (on the Contact Us page), 7 a.m.–7 p.m. CT, Monday–Friday. Get help with claims, prior authorizations, credentialing and member benefits — without picking up the phone.

### Do I still have access to the Peoples Health Provider Portal?

The Peoples Health Provider Portal will remain available for activities related to 2023 dates of service. Historical claims and authorization submissions for dates of service in 2023 or prior are accessible through the Peoples Health Provider Portal.



## Claims

### Do I use the same payer ID to submit claims for 2024 dates of service?

No, you will have a different payer ID for submitting claims with a 2024 date of service.

	2023 dates of service	2024 dates of service
Payer ID	72126	87726

- All Peoples Health claims for dates of service on and after Jan. 1, 2024, should be submitted with the 2024 payer ID and will be processed through the UnitedHealthcare claims system
- All Peoples Health claims for dates of service through Dec. 31, 2023, should be submitted with the 2023 payer ID and will process through the Peoples Health claims system



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## If I have a reason to submit a paper claim for 2024, what address do I use?

There are 2 different mailing addresses for submitting paper claims for a 2024 date of service.

	2023 dates of service	2024 dates of service
<b>Paper claims mailing address</b>	For all plans: Peoples Health P.O. Box 981645 El Paso, TX 79998-1645	For Peoples Health Group Medicare <b>Office of Group Benefits:</b> Peoples Health, A UnitedHealthcare Company P.O. Box 31317 Salt Lake City, UT 84131-0317  <i>For all other plans:</i> Peoples Health, A UnitedHealthcare Company P.O. Box 31318 Salt Lake City, UT 84131-0318

## Will the claims payable days change for 2024 dates of service?

For 2024 dates of service, claims payable will run daily instead of once per week.

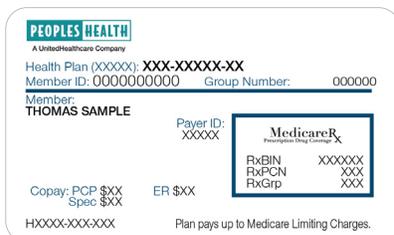
## Are there new considerations for how I submit claims in 2024 vs. 2023?

All Peoples Health members will be issued a new member ID number in 2024, which will be printed on the new 2024 member ID card. Be sure to use the new 2024 member ID number when submitting claims for 2024 dates of service to ensure claims process correctly.

	2023 dates of service	2024 dates of service
<b>Member ID number</b>	Starts with the letter "G" and is followed by a series of digits  Printed on historical Peoples Health ID card	Comprised only of numbers and does not start with the letter "G"  Printed on revamped Peoples Health ID card — see below

Below are sample images of the 2024 Peoples Health ID cards:

### ID card for both Peoples Health Group Medicare plans:



### UCard® for all other Peoples Health Plans:



When rendering services, ask your Peoples Health patients for their 2024 ID card. If they don't have it, check their status through the UnitedHealthcare Provider Portal at [UHCprovider.com](https://UHCprovider.com).

2024 member ID cards will also display new RxGrp information for pharmacies to use when processing prescriptions.



## Will Peoples Health claim edits be carried over to the UnitedHealthcare claims system or will UnitedHealthcare claim edits apply?

For 2024 dates of service, any existing claim edits per your People Health contract will continue to exist. We'll also adopt UnitedHealthcare claim edits. If there is a misalignment between a custom claim edit specified in your contract versus UnitedHealthcare claim edits, your contractual claim edit will prevail.

## Does my EFT enrollment with Peoples Health carry over to UnitedHealthcare claims systems?

Any existing EFT payment details that you have configured with Peoples Health will not transfer to the UnitedHealthcare claims system.

- If you already have an EFT payment method set up with UnitedHealthcare (via Optum Pay) for **non-Peoples Health patients**, that EFT payment method will be used for paying your 2024 claims for Peoples Health patients
- If you do not already have an EFT payment method with UnitedHealthcare for **non-Peoples Health patients**, you will need to enroll in EFT with UnitedHealthcare

Please note that payments for **2023 dates of service** will continue to be paid through Peoples Health systems, using the payment method you have previously set up with Peoples Health.

Visit [www.uhcprovider.com/en/claims-payments-billing/Electronic-Payment-Solutions.html](http://www.uhcprovider.com/en/claims-payments-billing/Electronic-Payment-Solutions.html) to learn more and access the EFT enrollment guide.

## How do I access ERA/835 files?

You need to enroll with Optum Pay for EFT. As part of your enrollment through Optum Pay for EFT, you will be able to access ERA/835 files through your account on the Optum Pay portal. However, if you additionally want ERA/835 files sent to you separately through a clearinghouse, you also need to be enrolled with a clearinghouse for ERA/835.

Ensure you are enrolled for ERA/835 with both payer ID 87726 (if you are not already) and payer ID 72126. You will need to use payer ID 72126 to find medical claims ERA/835. You will need to use payer ID 87726 to find behavioral claims ERA/835.

## What will remittance advice look like for 2024 dates of service?

Paper and electronic remittance advice for medical claims for Peoples Health patients will display Peoples Health in the return address block. You will also see the Peoples Health logo. Remittance advice for behavioral health claims will display United Behavioral Health in the return address block; there will not be a Peoples Health logo.

## How will I receive payments for 2024 dates of service?

If you already have an EFT payment method set up with UnitedHealthcare for non-Peoples Health patients, we'll use that EFT payment method for paying claims for 2024 dates of service for Peoples Health patients.

If you receive payments through Virtual Card Payment, virtual card payment statements for Peoples Health patients will look the same as the statements for non-Peoples Health patients. In the future, the statements for Peoples Health patients will be updated to show the Peoples Health logo.

*Please note that payments with 2023 dates of service will continue to be paid through Peoples Health systems, using the payment method you have previously set up with Peoples Health.*



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## **How do I submit claims for patients in an inpatient stay that begins in 2023 and continues into 2024?**

For patients admitted to an inpatient stay in 2023 who are still in the inpatient stay on or after Jan. 1, 2024, send the claim for the entire inpatient stay to Peoples Health, using the member's 2023 member ID and using the current, Peoples Health payer ID.

For claims for any physician visits made to the patient during that inpatient stay, submit the physician visit claims based on the date of service:

- Physician visits to the patient in 2023: Submit using the member's 2023 member ID and the current, Peoples Health payer ID
- Physician visits to the patient in 2024: Submit using the member's 2024 member ID and the UnitedHealthcare payer ID

## **Whom do I contact in 2024 for questions about claims submitted for a 2023 date of service?**

If you have a question about a claim for a 2023 date of service for a Peoples Health patient, please reach out to your Peoples Health representative or call provider services at 877-842-3210.

If the claim is for a patient who was enrolled in a UnitedHealthcare® Medicare Advantage plan, in the state of Louisiana, on the date of service, please continue to use the UnitedHealthcare standard service model.

## **Where do I send claims inquiries, payment appeals, and claim reconsideration requests?**

For 2024 dates of service, submit all claims issues, inquiries, payment appeals and reconsiderations through the UnitedHealthcare Provider Portal, using the standard UnitedHealthcare methods for submitting these types of requests.

For claims issues, inquiries, payment appeals, and reconsiderations for 2023 dates of services, contact your Peoples Health representative or submit through the Peoples Health Provider Portal.

## **Will the process change for submitting an appeal on a claim or a claim reconsideration?**

Yes, for 2024 dates of service, there will be new methods and contact information for submitting appeals for claim appeals and reconsiderations. More information is forthcoming.

## **Where should I look for Peoples Health patient eligibility and benefits for 2024 dates of service?**

Starting Jan. 1, 2024, you may locate Peoples Health patient eligibility and benefits for 2024 dates of service at [UHCprovider.com](https://UHCprovider.com). Your office may currently conduct electronic transactions and already be set up to receive member benefits and eligibility files electronically.

Please visit [UHCprovider.com](https://UHCprovider.com) to learn more about self-service resources.



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## Prior authorizations

### Are authorization requirements and processes for submitting authorization requests changing for 2024?

- **For requests for 2024 dates of service, submitted before January 1, 2024:** Use the Peoples Health Authorization Requirements Search to look up authorization requirements and submit authorization requests through the Peoples Health Provider Portal.
- **For requests for 2024 dates of service, submitted on or after January 1, 2024:** Use standard UnitedHealthcare tools, available through the UnitedHealthcare Provider Portal, to search authorization requirements and submit authorization requests. To learn more about the UnitedHealthcare authorization process, view our interactive guide below.

Within the UnitedHealthcare Provider Portal, access the authorization tool by clicking the **Prior Authorizations** tab. **Please note:**

- Use the **Check by member** section to confirm authorization requirements and the **Create a new submission** section to submit a request for any service requiring an authorization. **Do not use the specialized buttons by service.**
- The one exception is if you have an authorization request for injectable chemotherapy, cancer-supportive drugs or therapeutic radiopharmaceuticals; submit those requests to the Optum® Cancer Guidance Program through its MBM now platform: **medical benefit management platform**.

Authorizations for 2023 dates of service should continue to be submitted through existing Peoples Health tools.

UnitedHealthcare interactive user guide regarding prior authorizations: **Prior Authorization and Notification: Interactive User Guide**.

### What happens with existing authorizations that started in 2023 and extend into 2024?

Open and active authorizations extending into 2024 will be moved to the UnitedHealthcare authorization system. You won't need to re-request authorizations that have already been approved and have not expired.



## Network status and credentialing

Similar to claims processing integration, the credentialing process is also being integrated in 2024. If you are currently credentialed with Peoples Health, no action is needed. You will be contacted by UnitedHealthcare prior to your next recredentialing event.

### What do I do if I'm credentialed with both Peoples Health and UnitedHealthcare?

**No action is needed at this time.** We'll honor your credentialing through the transition.



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## Information for future rounds of credentialing in 2024 and beyond

### What do I do if I'm currently going through credentialing with Peoples Health?

Your request will be processed and completed through Peoples Health. No additional action is needed.

### What is the process for credentialing a new health care professional interested in joining the Peoples Health network?

Beginning on Jan. 1, 2024, you can start by using our [Join Our Network](#) page and follow the steps to begin the credentialing process.

We'll review your request and let you know if we need any additional information. If we're not accepting new applications for participation in our network for your specialty or geographic area, we'll notify you and close your request.

### What are my rights in credentialing and recredentialing?

Health care professionals who apply to join UnitedHealthcare networks have the following rights regarding the credentialing process:

- To review the information submitted to support your credentialing application
- To correct erroneous information
- To be informed of the status of your credentialing or recredentialing application, upon request

### How does UnitedHealthcare gather credentialing data?

UnitedHealthcare uses CAQH Provider Data Portal for gathering credentialing data of care providers:

- CAQH Provider Data Portal is a single-source credentialing application
- CAQH Provider Data Portal is available at no cost to you
- CAQH Provider Data Portal can help make it easy for you to provide credentialing data to multiple organizations through a streamlined process

### How do I get a CAQH provider ID number?

You can start the process at [CAQH.org](#). If you have any questions about accessing the [CAQH Provider Data Portal database](#), just call the CAQH Help Desk at 888-599-1771 for assistance.

### Where can I check the status of my current credentialing application?

If you have questions about your credentialing status, you can either:

- Sign in to your UnitedHealthcare Provider Portal account on [uhcprovider.com](#) to access self-service tools
- Chat with a live advocate 7 a.m.–7 p.m. CT from the UnitedHealthcare Provider Portal Contact Us page



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