

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) – <i>New contract for 2024</i> |
| 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.

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.



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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
- Credentialing requests
- Conduct other Peoples Health patient operations business for 2024 dates of service

You can access the UnitedHealthcare Provider Portal at UHCprovider.com. If you are not familiar with the UnitedHealthcare Provider Portal, you can register for access online and take our 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

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 |
|-------------------------------------|---|--|
| Paper claims mailing address | For all plans: Peoples Health P.O. Box 981645 El Paso, TX 79998-1645 | For Peoples Health Group Medicare Office of Group Benefits: 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 |



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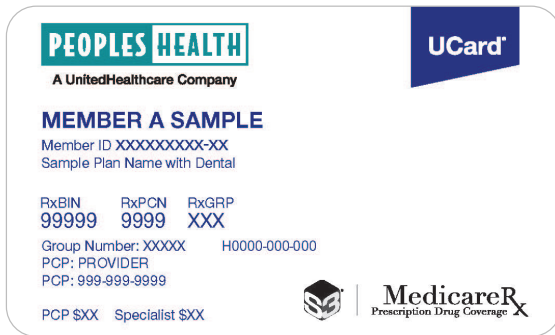
Are there new considerations for how I submit claims in 2024 vs. 2023?

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.

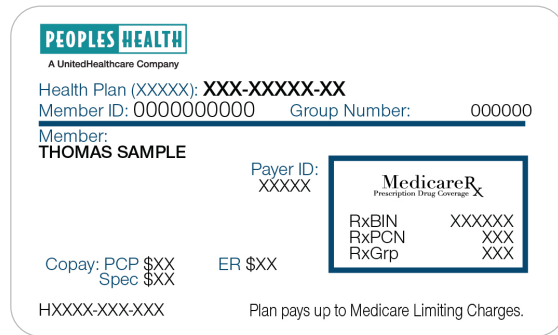
| | 2023 dates of service | 2024 dates of service |
|-------------------------|--|--|
| Member ID number | Starts with the letter “G” and is followed by a series of digits Printed on historical Peoples Health ID card | Comprised only of numbers and does not start with the letter “G” Printed on revamped Peoples Health ID card – see below |

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

ID card (called a UCard for all other Peoples Health plans):



ID card for both Peoples Health Group Medicare 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.

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

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 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.

More information about enrolling in EFT will be forthcoming.

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.



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.

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. Your office may currently conduct electronic transactions and already be set up to receive member benefits and eligibility files electronically.

Please visit UHCprovider.com to learn more about self-service resources.



Prior authorizations

Are authorization requirements changing for 2024?

There will be some changes to prior authorization requirements for 2024 dates of service. More information is forthcoming.

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. As we get closer to Jan. 1, 2024, we'll share more details on the process.



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

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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:

- Go to [UHCprovider.com/join](#) > [Get Credentialed](#)
- Chat with a live advocate 7 a.m.–7 p.m. CT from the UnitedHealthcare Provider Portal Contact Us page.



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