



Tennessee UnitedHealthcare Insights: Your quarterly update



Institutional and professional fee-for-service Medicare crossover claims

Effective Jan. 1, 2024, Medicare crossover claims will be managed by TennCare's Managed Care Organizations (MCOs). TennCare will not accept Medicare crossover claims with dates of service on or after this date.

What this means for you

- The way you currently submit claims for dates of service up to Dec. 31, 2023, will stay the same. You don't need to change how you submit Medicare crossover claims to TennCare for those claims.
- TennCare will continue to accept new claims as well as handling adjustments and voids with dates of service before Dec. 31, 2023
- Starting Jan. 1, 2024, claims processed through CMS and D-SNP plans will be forwarded to the member's assigned MCO for secondary processing and adjudication



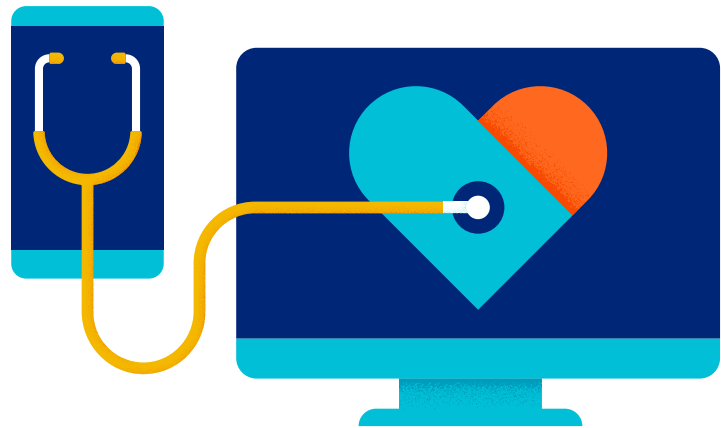
For more information, please review the **Institutional and professional fee-for-service Medicare crossover claims** document.

What you need to know about early and periodic screening, diagnostic and treatment screenings

The UnitedHealthcare Community Plan of Tennessee early and periodic screening, diagnostic and treatment (EPSDT) screening benefit provides comprehensive and preventive health care services for children from birth–age 20. These services include:

- Comprehensive health history
- Physical exam, immunizations
- Laboratory tests
- Health education
- Vision
- Dental
- Hearing services

We cover these services for acute, episodic and chronic illnesses and conditions.



Additional visits

If an EPSDT exam requires additional visits, please schedule appointments as soon as possible. Document the date(s) and reason(s) for additional visits.

Prior authorization

You are not required to request prior authorization for TennCare Kids EPSDT exams. However, specialist referrals require documentation. Submit referrals on the UnitedHealthcare Provider Portal. Sign in at UHCprovider.com > Sign In, then click on Referrals.

Dental screening

Based on the [American Academy of Pediatric Dentistry guidelines](#), you should refer children to dentists for periodic dental screenings as early as ages 6 to 12 months and no later than age 3. The medical record should contain complete documentation of all care delivered by all health care professionals.



Questions?

Chat with a live advocate 7 a.m.–7 p.m. CT from the [UnitedHealthcare Provider Portal](#). You can also contact UnitedHealthcare Provider Services at **800-690-1606**. TTY/RTT 711, 8 a.m. – 5:30 p.m. ET, Monday–Friday.



EPSDT medical record audits

Completing an EPSDT self-audit is a preventive measure which can help you identify more efficient and better care delivery, detect potential errors that can lead to liabilities and ensure the care you provided and EPSDT documentation comply with the **Bureau of TennCare**.

Medical record clinical documentation is crucial to delivering the most accurate care to patients. Disorganized medical records can easily hinder this. Use the **TNAAP EPSDT encounter documentation forms** to help ensure you properly document all required screenings components.

2023 audit results

We selected 30 health care professionals for the 2023 Medical Record Review audit. We reviewed 90 member charts from 2022 EPSDT screenings to assess proper documentation. We found 97.2% compliance with documentation requirements.



School-based services

TennCare requires an Individual Education Plan (IEP) for any medically necessary services provided to a student in a school setting. Each health care professional and school must keep up-to-date IEPs for each eligible student and should provide a copy of the IEP to UnitedHealthcare Community Plan upon request.

How you can help

Document all referrals in the individual's chart. We do regular post-payment audits on reimbursed school-based services, which include IEPs. When providing us with a copy of your IEP documentation, include a copy of the parental consent, services provided and a physician's order.

Find the IEP Release Form(s) and TennCare Billing Manual on the TennCare's **School-Based Services** webpage.