

UnitedHealthcare Community Plan Reimbursement Policy Update Bulletin: April 2024

New			
Policy title	State(s)	Policy summary	Effective date
Home Health Services Policy, Professional	Colorado Washington D.C. Florida Hawaii Maryland Massachusetts Michigan Minnesota Missouri New York North Carolina Pennsylvania Rhode Island Virginia Washington Wisconsin	<ul style="list-style-type: none"> Effective for dates of service on or after July 1, 2024, UnitedHealthcare Community Plan will implement the new Home Health Services Policy, Professional. In alignment with CMS, home health services billed in place of service 12 will not be reimbursed if the dates of service overlap with an inpatient stay. The date span criteria will exclude the date of admission and discharge. 	07/01/2024

Revised			
Policy Title	State(s)	Summary of Changes	Effective Date
Telehealth/Virtual Health Policy, Professional-Reminder	Arizona Colorado District of Columbia Florida Hawaii Indiana Kansas Kentucky Maryland Massachusetts Michigan Minnesota Mississippi Missouri Nebraska New York North Carolina Ohio Pennsylvania Rhode Island Tennessee Texas Virginia Washington Wisconsin	<ul style="list-style-type: none"> • Effective with dates of service on or after May 1, 2024, UnitedHealthcare Community Plan will enhance the Telehealth/Virtual Health Policy, Professional to include both Facility and Professional Services. This Enhanced Policy (Telehealth/Virtual Health Policy, Professional and Facility) will integrate the existing guidelines covered by the Telehealth/Virtual Policy, Professional. • Additionally, the policy will address originating site services, HCPCS code Q3014. <ul style="list-style-type: none"> ○ Claim lines submitted for an originating site service with code Q3014 will be considered for reimbursement only if the telehealth distant site provider’s claim does not report a place of service (POS) code 10 for the same telehealth encounter. ○ POS code 10 identifies the patient is receiving telehealth at home so no originating site services would be incurred. 	May 1, 2024

Published reimbursement policies are intended to ensure reimbursement based on the code or codes that correctly describe the health care services provided. UnitedHealthcare reimbursement policies may use Current Procedural Terminology (CPT^{®*}), Centers for Medicare and Medicaid Services (CMS) or other coding guidelines. References to CPT or other sources are for definitional purposes only and do not imply any right to reimbursement.

Note: The absence of a policy does not automatically indicate or imply coverage. As always, coverage for a health service must be determined in accordance with the member's benefit plan and any applicable federal or state regulatory requirements.



The complete library of UnitedHealthcare Community Plan Reimbursement Policies is available at UHCprovider.com > Policies and Protocols > Community Plan Policies > [Reimbursement Policies for Community Plan](#).