

# Billing and reimbursement reminder for members in hospice care

We encourage you to use the following information when submitting claims for UnitedHealthcare® Medicare Advantage plan members in hospice care. UnitedHealthcare Medicare Advantage plans follow the Centers for Medicare & Medicaid Services (CMS) rules for billing and reimbursement for hospice care.

## Hospice services

Medicare-certified hospice health care professionals should submit claims for covered hospice services directly to Medicare using the CMS-1450 form. Medicare will pay you directly.

You can learn more about submitting hospice claims in the following chapters of the **Medicare Claims Processing Manual**:

- Chapter 1: General Billing Requirements
- Chapter 11: Processing Hospice Claims
- Chapter 24: General EDI and EDI Support Requirements, Electronic Claims and Coordination of Benefits Requirements, Mandatory Electronic Filing of Medicare Claims
- Chapter 25: Completing and Processing the CMS-1450 Data Set

## Medicare-covered, non-hospice prescription drugs

Submit claims for prescription drugs covered under the member's Medicare Part D benefit after you sign in at [optumrx.com](https://optumrx.com). You'll need a One Healthcare ID and password to sign in. If you don't have either, you can [register](#) to obtain them.

## Medicare-covered, non-hospice services

For Medicare-covered, non-hospice services, you can submit medical claims to the fiscal intermediary or carrier for payment.

## Supplemental benefits

UnitedHealthcare will pay for supplemental benefits offered under our Medicare Advantage plans for members in hospice care. Please submit claims for supplemental benefits online.



### We're here to help.

Visit [cms.gov](https://cms.gov) for additional information about hospice-covered services, supplemental benefits and Medicare-covered, non-hospice-related services. For questions about hospice billing and reimbursement, please contact your skilled nursing facility provider advocate or call Provider Services at **877-842-3210**, 8 a.m.–7 p.m. CT, Monday–Friday. Ask to speak with a skilled nursing facility network contact.

## Supplemental benefits (cont.)

- To get started using the UnitedHealthcare Provider Portal, go to [UHCprovider.com](https://UHCprovider.com) and click on Sign In in the top-right corner. You'll then sign in using your One Healthcare ID and password. If you don't have a One Healthcare ID, visit [UHCprovider.com/access](https://UHCprovider.com/access).
- Our [claims and billing training](#) has additional information and instructions to help guide you through this process

Supplemental benefits may change each year, but could include the following:

- Routine vision benefits
- Routine hearing benefits
- Routine transportation benefits