

UnitedHealthcare NexusACO

Frequently Asked Questions

Overview

UnitedHealthcare NexusACO includes a tiered benefit plan designed to incentivize members to use accountable care organization (ACO) care providers or other Tier 1 care providers. Members may receive a higher level of benefits or lower out-of-pocket costs when they seek care from Tier 1 care providers listed in the UnitedHealthcare NexusACO provider directory at connect.werally.com/plans/uhc/1.

- Where UnitedHealthcare NexusACO doesn't yet have a featured ACO, Tier 1 primarily includes UnitedHealth Premium® Care Physicians.
- Where UnitedHealthcare NexusACO has a featured ACO, Tier 1 includes ACO care providers and may include other select Premium Care Physicians.

To learn more about the UnitedHealthcare NexusACO benefit plans, please read the following frequently asked questions. If you have questions, please contact your Network Management representative. If you aren't sure who to contact, go to [UHCprovider.com](https://www.uhcprovider.com) > Menu > Contact Us > [Health Plan Support By State](#).

Frequently Asked Questions

Does my participation status vary by health plan?

Yes. Not all care providers are included in each network. You can view your network status on [Link](#) or by checking the online provider directory for UnitedHealthcare NexusACO at connect.werally.com/plans/uhc/1.

What is the difference between UnitedHealthcare NexusACO OA and NexusACO R?

UnitedHealthcare NexusACO consists of two benefit plans – UnitedHealthcare NexusACO Referrals Required (R) and UnitedHealthcare NexusACO Open Access (OA). For both benefit plans, members choose a PCP to help them manage their overall care. UnitedHealthcare NexusACO R requires referrals while UnitedHealthcare NexusACO OA doesn't require referrals.

UnitedHealthcare NexusACO plans – open access

- UnitedHealthcare NexusACO OA plans offer network-only coverage for care providers.
- UnitedHealthcare NexusACO OAP plans offer both network and out-of-network coverage.

UnitedHealthcare NexusACO plans – referral required

- UnitedHealthcare NexusACO R plans offer network-only coverage, and referrals are required when the PCP refers a member to a network specialist. Members won't have coverage for services received without a referral or for services from an out-of-network care provider.
- UnitedHealthcare NexusACO RB plans offer network coverage when the PCP refers a member to a network specialist, and there may be a greater out-of-pocket cost to the member when there's no referral. There's no coverage for care from an out-of-network care provider.
- UnitedHealthcare NexusACO RP plans offer network coverage when the PCP refers a member to a network specialist. If a member sees a specialist without a referral or gets care from an out-of-network specialist, they may have a greater out-of-pocket cost.

Do NexusACO plans offer tiered benefits?

Yes. Where UnitedHealthcare selects an ACO for UnitedHealthcare NexusACO, the featured ACO care providers are Tier 1 care providers. In markets where ACOs are not yet featured for UnitedHealthcare NexusACO, Tier 1 is made up of UnitedHealth Premium designated care providers.

Members with tiered benefits for NexusACO benefit plans can be identified when checking eligibility and on the ID card. For more information about tiered benefit features, go to UHCprovider.com/tiered.

Tiered Network Coverage

Are UnitedHealthcare NexusACO members responsible for making sure that they receive benefits from a UnitedHealthcare NexusACO Tier 1 care provider?

Yes. While the member is responsible for understanding which care providers are included in Tier 1, the member's PCP will assist in identifying Tier 1 care providers when making referrals. These care providers will be listed in the UnitedHealthcare NexusACO directory as a Tier 1 care provider.

Are UnitedHealthcare NexusACO benefits tiered for ancillary services?

No. UnitedHealthcare NexusACO benefits aren't tiered for ancillary services, such as freestanding lab, durable medical equipment (DME), home health, hospice, prosthetics, ambulance, chiropractic services or physical, occupational or speech therapy.

Are hospitals in my area tiered for UnitedHealthcare NexusACO?

It depends. In markets where ACOs are featured for NexusACO, the ACO hospitals will be in Tier 1. Other hospitals may or may not be in Tier 1, depending on the Tier 1 configuration and benefit structure for that market. You can view a hospital's tiered status by checking the online care provider directory for NexusACO benefit plans at connect.werally.com/plans/uhc/1.

In markets where there isn't a featured ACO for NexusACO, all hospitals are in Tier 1.

Are emergency services tiered for UnitedHealthcare NexusACO?

No. UnitedHealthcare NexusACO benefits aren't tiered for emergency services.

Are all care providers in a medical practice included in Tier 1 for UnitedHealthcare NexusACO?

Not necessarily. If all of the care providers in your practice are part of, or are affiliated with, the ACO that's featured in your market for UnitedHealthcare NexusACO, then all of them would be in Tier 1 for UnitedHealthcare NexusACO.

If a physician isn't part of the ACO or ACOs featured in Tier 1 in a market, that physician may be included in Tier 1 to provide additional geographic or specialty coverage within the ACO service area. A physician may also be included in UnitedHealthcare NexusACO Tier 1, based on their UnitedHealth Premium Designation as a Premium Care Physician. For care providers who aren't part of the featured ACO(s), there may be instances where not all of the care providers in a practice are in Tier 1.

Premium Care Physicians who aren't included in Tier 1 for UnitedHealthcare NexusACO remain participating network care providers for the UnitedHealthcare NexusACO benefit plans. A very limited number of care providers may be excluded or have elected not to participate in the UnitedHealthcare NexusACO plan. In markets where an ACO is not yet available or not yet featured for UnitedHealthcare NexusACO, Tier 1 will primarily include Premium Care Physicians.

The UnitedHealthcare NexusACO network tiering structure applies only to the UnitedHealthcare NexusACO benefit plans and doesn't affect a UnitedHealth Premium Care Physician's Tier 1 status with other UnitedHealthcare plans where network tiering is based on a care provider's UnitedHealth Premium designation.

For more information on the UnitedHealth Premium designation, visit UHCprovider.com/premium.

What happens if a member's care provider loses their NexusACO Tier 1 status?

Members could be subject to higher cost sharing if their care provider loses Tier 1 status and provides service as a non-Tier 1 in-network care provider.

Primary Care Providers

What is the role of the PCP in NexusACO benefit plans?

PCPs oversee their patients' overall health care and actively manage referrals to network specialists when needed. The PCP's in-depth knowledge of their patients' health helps them guide their patients along the best path to health and well-being. This helps members avoid the costly missteps of an increasingly complex health care system and get the care that's right for them.

Can members choose a participating PCP who isn't part of the ACO?

Yes, members can choose any participating PCP in the service area.

Can members change their PCP?

Members may request to change their designated PCP by calling the Customer Care number on the back of their member ID card or by submitting a PCP change request at myuhc.com. Members can make changes once per month. These changes are effective the first of the month.

If a PCP practices at more than one location, does it matter which location the member visits?

Since some PCPs have multiple tax ID numbers (TINs) that may not participate for the member's benefit plan, members are required to see their PCP or a covering physician at the address location that shares the same TIN as the member's assigned PCP. You can view the TIN when checking eligibility using [Link](#).

Advance Notifications/Prior Authorizations

Do these health plans require advance notification or prior authorization?

Yes. Advance notification and prior authorization are required for certain planned services, so we can determine if the services are covered under the member's benefits. Prior authorization is granted only for services determined to be medically necessary, according to the member's benefit plan and applicable policies and guidelines. It's the physician's responsibility to follow the advance notification or prior authorization procedures as outlined in the Notification Requirements section of the UnitedHealthcare Administrative Guide, located at UHCprovider.com/guides > Administrative Guide for Commercial, Medicare Advantage and DSNP.

Is admission notification required?

Yes. Admission notification is required for every inpatient admission. The admission notification requirement applies even if a referral or prior authorization is on file. Admission notification is the hospital's responsibility, as outlined in the current UnitedHealthcare Administrative Guide at UHCprovider.com/guides.

Referrals

For the open access UnitedHealthcare NexusACO benefit plan, NexusACO OA, is there a penalty to the member if they seek care directly from a specialist without a PCP referral?

No, there isn't a penalty. However, the member will generally have lower out-of-pocket expenses if they seek care from a Tier 1 care provider.

For the UnitedHealthcare NexusACO benefit plan requiring referrals, NexusACO R, is there a penalty for seeking care directly from a specialist without a PCP referral?

Yes, if services require a referral, we may deny the service if there's no referral.

Which services require a referral?

For the UnitedHealthcare NexusACO benefit plan requiring referrals, NexusACO R, referrals are required before a member can see another network PCP or specialist under a different TIN than the member's assigned PCP when UnitedHealthcare is the primary or secondary payer.

Please refer to the member's benefit plan information for detailed information regarding the services that require referrals. Go to the UnitedHealthcare Administrative Guide, located at UHCprovider.com/guides > Administrative Guide for Commercial, Medicare Advantage and DSNP, to determine referral requirements by plan.

Can I view referrals online?

Yes. You may securely view a member's referrals using Link. Information includes the network specialist the member is referred to, number of visits authorized and number of visits remaining.

Do specialists and facilities have to confirm that a referral is on file from the member's PCP before seeing the member?

Yes. Specialists must confirm that a referral is on file before seeing the member, since some NexusACO plans either have no benefit or a higher member cost share if a referral isn't obtained. Facilities should also confirm that a referral is on file for the member to see the admitting specialist for planned admissions.

For more information about how to obtain a status on referrals, go to UHCprovider.com/link.

Is a new referral needed if a member needs to see another specialist, return for additional visits after the referral has expired, or has used all visits?

Yes. In each case, the member's PCP must be contacted to consider an additional referral.

Referral Submission Requirements

Who is responsible for generating referrals?

The member's assigned PCP or a PCP within the same TIN are the only care providers who may submit referrals. PCPs are encouraged to submit referrals to help support the accuracy of claims processing. The UnitedHealthcare NexusACO R plans have a referral requirement, while the UnitedHealthcare NexusACO OA plans do not.

How do PCPs submit specialist referrals?

The member's PCP must submit an electronic referral using Link or through EDI278R transactions before a member can see the network specialist. The referral is effective immediately and will be viewable online within 48 hours.

Referrals can't be accepted by phone, fax or paper, unless required by state law. Referrals may be entered on Link with a referral start date up to five calendar days before the date of entry.

What does a care provider need to consider when referring a UnitedHealthcare NexusACO member?

A care provider can identify the UnitedHealthcare NexusACO plan name on the lower right side of the member's ID card. That plan name will tell you if the plan is open access or if it requires a referral.

UnitedHealthcare NexusACO members may request a referral to Tier 1 care providers to receive higher benefit levels and lower out-of-pocket costs. PCPs may refer to specialists who are a part of their ACO or other specialists in Tier 1 to achieve the best cost benefit for the member. However, a PCP may refer to any specialists in the network, whether Tier 1 or not, to best meet the needs of the member.

You can view Tier 1 care providers in the UnitedHealthcare NexusACO care provider directory at connect.werally.com/plans/uhc/1.

Does my office staff need security access to submit and view referrals?

Yes. If you've assigned the pre-defined role type, "All Transactions on **UHCprovider.com** and Link" for your staff, they'll have access to submit and view referrals for members. If your practice has customized roles, be sure the appropriate staff members in your practice have the "Referral Submission Role" for Link. For more information on access and roles, go to UHCprovider.com/link > Get Started With Link.

Member Billing

How will I know what cost share amount to collect from a UnitedHealthcare NexusACO member?

Please determine your tier status for the member's benefit plan by verifying member eligibility and benefits using the eligibilityLink tool on Link. You can find information on tiers and instructions to verify your status at UHCprovider.com/tiered.

The UnitedHealthcare NexusACO member health care ID card will list the physician office visit cost-share information for Tier 1 and non-Tier 1 physicians. Copayment information is listed with a dollar amount, and coinsurance information shows as a percentage.

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Health plan coverage provided by UnitedHealthcare of Arizona, Inc., UHC of California DBA UnitedHealthcare of California, UnitedHealthcare Benefits Plan of California, UnitedHealthcare of Colorado, Inc., UnitedHealthcare of the Mid-Atlantic, Inc., MAMSI Life and Health Insurance Company, UnitedHealthcare of New York, Inc., UnitedHealthcare Insurance Company of New York, UnitedHealthcare of Oklahoma, Inc., UnitedHealthcare of Oregon, Inc., UnitedHealthcare of Pennsylvania, Inc., UnitedHealthcare of Texas, Inc., UnitedHealthcare Benefits of Texas, Inc., UnitedHealthcare of Utah, Inc., UnitedHealthcare of Washington, Inc., Optimum Choice, Inc., Oxford Health Insurance, Inc., Oxford Health Plans (NJ), Inc., Oxford Health Plans (CT), Inc., All Savers Insurance Company, or other affiliates. Administrative services provided by OptumHealth Care Solutions, LLC, OptumRx, Oxford Health Plans LLC, United HealthCare Services, Inc., or other affiliates. Behavioral health products provided by U.S. Behavioral Health Plan, California (USBHPC), or its affiliates.

PCA-1-20-02236-UHN-FAQ_08272020

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