### **New SecureHorizons Escalation Process**

(Medicare Advantage/SecureHorizons)

#### **Effective 6/1/2011**

- 1. How do I determine if the issue presented is Commercial or SecureHorizons/Medicare?
  - EOB, See below examples
  - Group number- SecureHorizons Maine residents are: 35000(majority), 35012 and 35024
  - ID card, See below example for Medicare. Maine PPO Medicare
    ID Cards will show H2001 PBP # 001 on the bottom left hand
    corner. All other H/PBP numbers mean the member is traveling
    from another state and maybe using their Passport Benefit.
- 2. Where do I call/send an issue that follows appropriate escalation process specific to SecureHorizons.
  - Validate that initial processes to allow escalation of issue have been completed.
    - Contacted customer service number on back of members ID card.
    - ✓ Contacted customer service number appearing on Provider Remittance Advice.
    - ✓ PFFS Reconsideration/Appeal form has been faxed or mailed with No resolution received after 30 days of form being received at UHC. (Reconsideration/Appeal form is found at unitedhealthcareonline.com, Home > Tools & Resources > Products & Services > Medicare > Private Fee For Service (PFFS))
    - ✓ No resolution received through customer service after 30 days of dispute submission. This is either confirmed by phone with Reference# to call or provider/group still does not agree with decision letter received from UHC.
  - 1 800-842-3585... a UHC representative will be calling you back directly within 24 hours to discuss issue.
  - In addition, to expedite the issue, send a fax that includes Reference # of your first reconsideration/appeal attempt, "Reconsideration Form", Copy of claim, copy of "Provider Remittance Advice" (EOB) and any further documentation that will assist in resolution to 952-992-4320, Attention: SecureHorizons.

- 3. With referral process what is the initial response time for SecureHorzions contracted providers?
  - A UHC representative will be contacting you directly within 24 hours
- 4. What if I need to send a fax for SecureHorizons?
  - Send the fax to 952-992-4320. Attention: SecureHorizons a UHC representative will be contacting you directly within 48 hours
- 5. What is the difference in PPO and PFFS Medicare membership in Maine?
  - In Maine, providers may see members that have enrolled in either the AARP MedicareComplete PPO plan or the SecureHorizons PFFS Medicare Direct plan. PPO members currently reside within Cumberland, Kennebec, Sagadahoc and York Counties. PFFS members reside in Piscataquis, Somerset and Washington Counties.
  - Please refer below for examples of Medicare membership differences in both ID cards and EOBs

Member may also be enrolled in one of our AARP Medicare Supplement plans. These are not related to SecureHorizons and should not follow the same processes detailed above.

## Medicare EOB (PRA) examples:

**CHS=Medicare Advantage** 

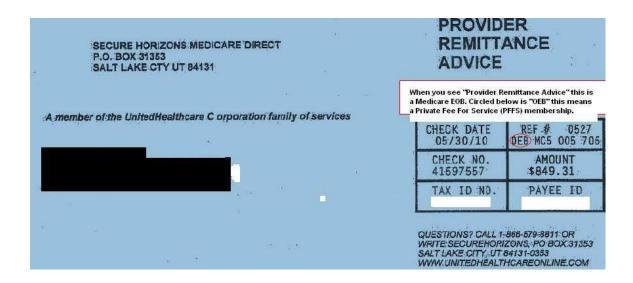
UNITEDHEALTHCARE OF THE MID-ATLANTIC, INC. P.O. BOX 31361 SALT LAKE CTY UT 84131

PROVIDER REMITTANCE ADVICE

When you see "Provider Remittance Advice" this is a when you see "Frovider Remittance Advice this is a Medicare/Secure Horizons EOB. Below will see "CHS" circled, this lets you know at a glance this is a Maine Secure Horizon/Medicare Advantage member.

CHECK DATE 0601 08/18/10 CHS MC4 005 829 CHECK NO. AMOUNT C0006757 NO CHECK TAX ID NO. PAYEE ID

QUESTIONS? CONTRACTED PROVIDERS CALL 1-888-866-8298, NONCONTRACTED PROVIDERS WRITE TO: SECUREHORIZONS PO BOX 31362 SALT LAKE CITY, UT 34131-0365



### Medicare ID card example:





# **Health Care Insurance Identification Cards**

