

PAYMENT INTEGRITY

The health of our members and the safety of those who deliver care are our top priorities. COVID-19 is a rapidly evolving national health emergency, and UnitedHealthcare is working closely with national, state and local health organizations. As an organization we are taking action and providing resources to support providers during this challenging time.

UnitedHealthcare will reimburse all COVID-19 testing and treatment in accordance with applicable law, including the CARES Act.

How are we enhancing our fraud, waste and abuse programs to address specific actions related to COVID? New 4/14

Our Payment Integrity fraud, waste, abuse and error (FWAE) processes are based on historical knowledge and factors that have been identified as associated with or indicative of a higher risk for FWAE. Leveraging this process, Payment Integrity has designed and deployed additional analytics based on anticipated aberrant behavior related to COVID.

As the COVID claim and billing history matures, these analytics will continue to be edited or enhanced, reflecting the traditional model focused on historical knowledge. In addition, we are coordinating with national and state agencies and regulators to address emerging COVID fraud schemes.

How are we helping to control balance billing for out-of-network (OON) office visits associated with the COVID-19 TESTING and testing-related visits at Physician Offices? New 4/14

Payment Integrity standard process includes monitoring for aberrant and / or egregious billing for both in and out of network providers.

The potential for Member balance billing will be monitored and addressed through our standard process, which includes, but is not limited to, member communication, and provider and member notifications around balance billing rules.

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UnitedHealthcare's presentation materials and responses to your questions are intended to provide general information and assistance during this national emergency and do not constitute medical, legal or tax advice. Please contact your medical, legal and tax advisors on how to respond to this situation. The materials and discussion topics do not constitute a binding obligation of UnitedHealthcare with respect to any matter discussed herein. Please note, in addition to federal law, states may have additional or differing requirements.

Some of our products and networks have different features and as a result different guidelines and protocols are applicable to them. Please contact your UnitedHealthcare account representative for additional details.

Last updated 4/14/2020

**How are we protecting members from egregious OON billing associated with COVID testing?
New 4/14**

Member balance billing is be monitored and addressed through UnitedHealthcare standard process, which includes member communication, and provider and member notifications around balance billing rules.

What, if anything is UnitedHealthcare doing from a health plan and/or policy perspective to protect employers from "unreasonable" costs related to COVID-19 testing/treatments given self-funded employers are paying 100% of costs for related in-network tests/treatments? New 4/14

UnitedHealthcare has implemented several processes to validate that claims paid for COVID tests strictly adhere to regulatory guidance and pricing. Claims can be reviewed both pre- and post-payment, and any providers with aberrant billing practices will be subject to our Fraud, Waste and Abuse processes.

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