

# UnitedHealthcare NexusACO

## Frequently asked questions

### Overview

UnitedHealthcare NexusACO is a tiered benefit plan designed to encourage members to use accountable care organization (ACO) or other Tier 1 health care professionals. Members may receive a higher level of benefits or lower out-of-pocket costs when they seek care from a Tier 1 primary care provider (PCP), specialist or facility listed in the UnitedHealthcare NexusACO directory at [connect.werally.com/plans/uhc/1](https://connect.werally.com/plans/uhc/1).

- Where UnitedHealthcare NexusACO doesn't yet have a featured ACO, Tier 1 primarily includes UnitedHealth Premium<sup>®</sup> Care Physicians
- Where UnitedHealthcare NexusACO has a featured ACO, Tier 1 includes ACO health care professionals and may include other select Premium Care Physicians

If you have questions, please contact your network management representative. You can find your local contacts at [UHCprovider.com/contactus](https://UHCprovider.com/contactus) > [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. The My Practice Profile tool on the UnitedHealthcare Provider Portal at [UHCprovider.com/mpp](https://UHCprovider.com/mpp) lets you view, update and attest to the demographic information UnitedHealthcare members see for your organization. To review your participation status, sign in and go to the Provider Products section in the Provider Demographic Details.

You can also view your network status by checking the UnitedHealthcare NexusACO health care professional directory at [connect.werally.com/plans/uhc/1](https://connect.werally.com/plans/uhc/1).

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

There are 2 UnitedHealthcare NexusACO 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. 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 health care professional.
- 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 health care professional.

- 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 Care Physicians.

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](https://UHCprovider.com/tiered).

## **Tiered network coverage questions**

### **Are UnitedHealthcare NexusACO members responsible for making sure that they receive care or services from a UnitedHealthcare NexusACO Tier 1 health care professional?**

Yes. While the member is responsible for understanding who is in Tier 1, the member's PCP will help by referring to Tier 1 specialists. Tier 1 health care professionals are identified in the UnitedHealthcare NexusACO directory.

### **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 NexusACO directory at [connect.werally.com/plans/uhc/1](https://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 health care professionals in a medical practice included in Tier 1 for UnitedHealthcare NexusACO?**

Not necessarily. If all of the health care professionals in your practice are part of, or are affiliated with the ACO featured in your market for UnitedHealthcare NexusACO, then they would all be in Tier 1 for UnitedHealthcare NexusACO.

If a physician isn't part of a featured Tier 1 ACO 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. For those who aren't part of a featured ACO, 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 are still participating and in network for the UnitedHealthcare NexusACO benefit plans. A very limited number of health care professionals 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 UnitedHealth Premium designation.

For more information on the UnitedHealth Premium designation, visit [UHCprovider.com/premium](https://UHCprovider.com/premium).

### **What happens if a health care professional loses their NexusACO Tier 1 status?**

Members could be subject to higher cost sharing if their health care professional loses Tier 1 status and provides service at a non-Tier 1, in-network benefit level.

## **Primary care provider questions**

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

PCPs help manage their patients' overall care and actively manage referrals to network specialists when needed. This helps members avoid the potentially higher out-of-pocket costs while getting the care that's right for them.

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

Yes. Members can choose a PCP in the service area who isn't part of the ACO.

### **Can members change their PCP?**

Members may request to change their designated PCP by calling the Customer Care number on their member ID card or by submitting a PCP change request at [myuhc.com](https://myuhc.com)<sup>®</sup>. Members can make changes once per month. These changes are effective the first day of the next month.

### **If a PCP practices at more than 1 location, does it matter which location the member visits?**

Since some PCPs have multiple tax ID numbers (TINs) and some of those TINs 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 participating TIN as the member's assigned PCP. You can view the assigned PCP TIN when checking eligibility in the [UnitedHealthcare Provider Portal](#).

## **Advance notification/prior authorization questions**

### **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 benefit plan. 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 at [UHCprovider.com/guides](https://UHCprovider.com/guides).

### **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 UnitedHealthcare administrative guide at [UHCprovider.com/guides](https://UHCprovider.com/guides).

## Referral questions

### **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 health care professional.

### **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?**

The UnitedHealthcare NexusACO R benefit plan requires referrals before a member can see another in-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](https://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 the UnitedHealthcare Provider Portal. To sign in, go to [UHCprovider.com](https://UHCprovider.com), and click on the Sign In button in the top-right corner. 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/referrals](https://UHCprovider.com/referrals).

### **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 must contact their PCP to get an additional referral for additional services.

## Referral submission requirement questions

### **Who is responsible for generating referrals?**

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

## How do PCPs submit specialist referrals?

The member's PCP must submit an electronic referral using the UnitedHealthcare Provider Portal or through EDI 278R transactions before a member can see the network specialist. The referral is effective immediately and will be viewable online within 48 hours.

We can't accept referrals by phone, fax or mail, unless required by state law. PCPs can enter referrals on the UnitedHealthcare Provider Portal with a referral start date up to 5 calendar days before the date of entry.

## What does a PCP need to consider when referring a UnitedHealthcare NexusACO member?

The member's UnitedHealthcare NexusACO plan name is on the member's ID card. That plan name will tell you if the plan is open access (OA) or if it requires a referral (R).

When a PCP refers to specialists who are a part of their ACO or other Tier 1 specialists, the member may receive a higher level of benefits or lower out-of-pocket costs. However, a PCP may refer to any participating specialists, whether Tier 1 or not, to best meet the needs of the member.

Tier 1 health care professionals are identified in the NexusACO directory at [connect.werally.com/plans/uhc/1](https://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" 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 more information on access and roles, go to [UHCprovider.com/portal](https://UHCprovider.com/portal) > New User Registration.

## Member billing question

### 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 eligibility and benefits tool on the UnitedHealthcare Provider Portal. You can find more information at [UHCprovider.com/eligibility](https://UHCprovider.com/eligibility).

The member's ID card lists 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.



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