

# T.I.P Corner

## QUALITY - TRAINING - IMPROVEMENT - PROCESS

### Denial Notice for UHC - IDN

When a denial is expected or received from United HealthCare, it is imperative that we are obtaining the proper documentation to move the order forward. Whether we are planning to work with our clients to self-pay, appeal the decision or plan to process through a secondary or tertiary payer, an IDN is required. Below we will take a closer look into what an IDN is, how to obtain one and the importance of making sure we are properly processing denial's with UHC to ensure clear communication and timely reimbursement.

### What is a Denial Notice (IDN) specific to UHC?

- ❖ A "Denial Notice" (IDN), which stands for "Integrated Denial Notice," is a formal notification sent by UnitedHealthcare (UHC) to a member informing them that a requested medical service or item has been denied coverage, outlining the reasons for the denial, and explaining their appeal rights if they disagree with the decision; essentially, it's a document stating that UHC will not pay for a specific service

### What is the purpose of a Denial Notice (IDN)?

- ❖ To clearly communicate to the member that their request for a medical service has been denied and why, while also informing them of their options to appeal the decision OR allowing the claim to be billed to UHC to receive the proper denial for secondary billing. We should never bypass this step as it can cause disruptions to NSM receiving payment for services.

### Helpful Hints:

- 🕒 **An IDN is always needed in denial scenarios with UHC**
  - Failure to obtain an IDN results in improper claim denials which prevent billing secondary or alternative payers
- 🕒 **How do we obtain an IDN?**
  - Call Provider Services at 1-877-842-3210
  - UHC Portal - Utilize the Contacts section under "Other: Provider Services" to submit a request for expected denials for non-covered items and/or if the client resides in a SNF
- 🕒 **The UPD has been updated to reflect an optional document for the 'Denial Notice (IDN)'**
  - This optional pay rule will be reflected in the payer tab for all UHC payers, to utilize when necessary



|  |            |  |
|--|------------|--|
| Ordering/Referring/Prescribing Provider Validation |            |  |
| P 01:Denial Notice (IDN)                           |            |  |
| S 02:ATP Eval/Resna Cert                           | 12/23/2024 |  |

### Important Notes:



A **decision letter** faxed/mailed to NSM, or the client does not serve the same purpose as the IDN letter



A **printout** of the denied authorization from the UHC portal does not serve the same purpose as the IDN letter



The **correct letter** is pictured below and will always be titled "Notice of Denial of Medical Coverage"

| Notice of Denial of Medical Coverage  |                           |
|---|---------------------------|
| Date: January 23, 2025  | Member number: [REDACTED] |
| Name: [REDACTED]  |                           |
| <b>Coverage for your medical services/items was denied</b><br>We've denied the medical services/items listed below that you or your provider requested:<br>Push wheelchair  |                           |
| <b>Why was coverage denied?</b><br>We denied the medical services/items listed above because:<br>Your provider asked for a push wheelchair. You have trouble walking. Your records show that you use the wheelchair in a nursing home (also called a skilled nursing facility or SNF). Medicare criteria for medical equipment do not cover the request. The reasons the request is not covered are:<br><ul style="list-style-type: none"> <li>• The wheelchair must be for use in your home (not a hospital or nursing home).</li> <li>• Medicare does not cover for wheelchairs when you live in a nursing home.</li> </ul> Unfortunately, the request cannot be approved at this time by Medicare or your health plan. |                           |



**UHC PA Checklist** -UHC has published a checklist to assist with submissions/coverage guidelines for Grp 2/3 power chairs. Checklist is available in the UPD and <https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:36f9ebc5-f031-4efb-9a1f-0eef4fde9523>



**Identifying Delegated Groups** - A new resource has been published to provide direction on identifying and processing delegated groups within United HealthCare. Resource available in UPD and <https://acrobat.adobe.com/id/urn:aaid:sc:VA6C2:bb1b33fd-c676-4d36-92da-e624446459cf>