

TENNESSEE UNITEDHEALTHCARE (UHC): EMPLOYMENT SERVICES



UHC has made the decision that all outcome-based employment services will be captured and billed through the CareBridge Provider Portal. CareBridge will receive prior authorizations from UHC for these services, which will include the necessary modifiers. Providers will not be able to add or update modifiers on these authorizations, and the modifiers and member program determines rates. Providers are expected to use the CareBridge Provider Portal to create, manage, and bill employment services.

To create an employment service visit, navigate to the **Visits** page (Figure 1A). Click the '+Manual Entry' button to the right of the page (Figure 1B).

Figure 1. Visits Page- Employee Services Visits Tab

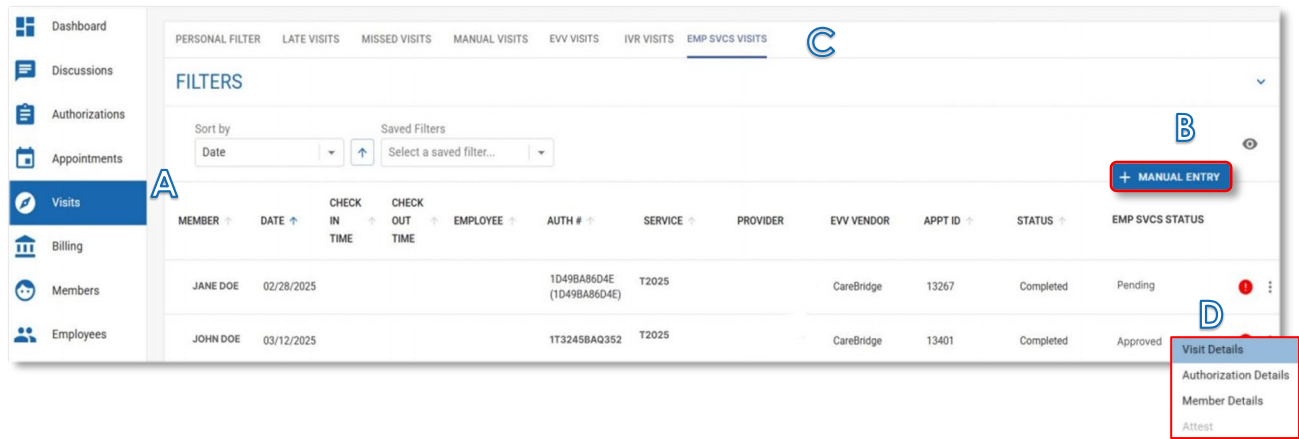
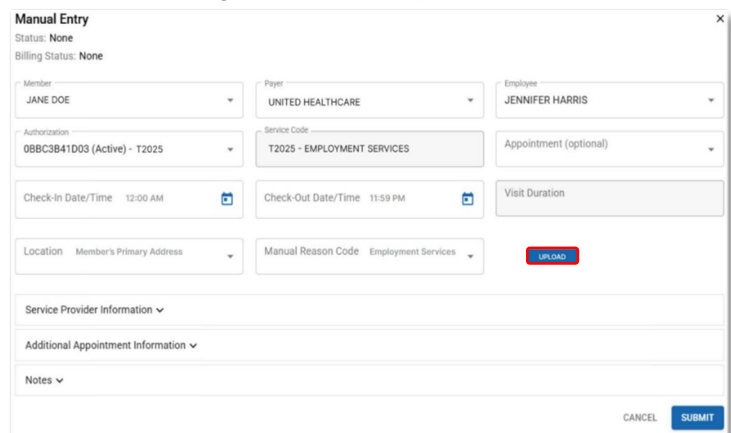


Figure 2. Manual Entry Screen

On the *Manual Entry* screen, fill in the member, payer ('United Healthcare of Tennessee'), employee, authorization ('T2025'), check-in/out date (either past or current, and the time will be defaulted to a 12:00 AM check-in and 11:59 PM check-out), and manual reason ('Employment Services'). The location will be set to the member's primary address.



Next, providers are required to upload the employment service PDF by clicking the 'Upload' button (Figure 2).

Report templates are available for all outcome-based employment service reports and can be provided by any UHC employment specialist upon request. Fill in any additional information before clicking 'Submit' to send the visit to the payer for review. The visit will appear as 'Pending' in the Provider Portal until a UHC team member takes action.

Please Note:

1. Third-Party integrations are **not** supported for this service and providers must be set up as CareBridge users.
2. Providers will **not** be able to schedule appointments for outcome-based employment services or capture these visits via the mobile application or IVR-- manual entries in the portal are required.

To view existing visits and statuses at a glance, click the 'EMP SVCS VISITS' (Figure 1C) tab at the top right of the **Visits** page (Figure 1A). This will filter only employee services visits. More information about a visit can be accessed by clicking the menu icon (three vertical dots) and selecting 'Visit Details' from the drop-down menu (Figure 1D).

On the Visit Details page, providers can check the status of the employment services report and view comments from UHC. Providers can replace the previously uploaded plan PDF through the *Manual Entry* screen if the visit is still in the 'Pending', 'Need More Info', or 'Rejected' statuses. Only one PDF may be uploaded at a time (Figure 3). Once UHC has reviewed the visit, they will set the status to 'Approved', 'Rejected', or 'Need More Info'.

- If 'Approved', the visit is now billable and can now be exported provided there are no additional alerts.
 - For more info please reference the Provider Portal Guide in the Resource Library.
- If 'Rejected', review and address the comments provided by UHC or reach out to UHC directly.
 - Rejected employment service visits cannot be resubmitted and new manual entry visit must be created.
- If the status is 'Need More Info', providers should review and address any comments or requests from UHC and upload a revised employment service report for UHC review.
 - If you have any questions about the information that UHC is requesting, please contact UHC directly.

Figure 3. **Visit Details- Employment Services Plan Card**

