



**OPTUMCare**

# Disclaimer

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- All of the Medical Directors on the next slide are employees of UnitedHealth Group, **OPTUM** Division
- The material being presented is an overview of the UnitedHealthcare Nursing Home Plan, being run by **OPTUM**Care Florida
- The presenter has disclosed this relationship on his Conflict Of Interest forms, completed prior to being approved for this presentation

# OPTUM Florida Medical Directors

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- Gregory James, DO, MPH, CMD (Pinellas & Central FL)
  - Certified In Family Medicine, Geriatrics, Nursing Home Care
- Robert Kaplan, MD, FACP, CMD (Orlando & Northeast FL)
  - Certified In Internal Medicine, Geriatrics, Nursing Home Care
- Diane Sanders-Cepeda, DO, CMD (Southeast FL)
  - Certified In Family Medicine, Geriatrics, Nursing Home Care
- Marianne Novelli, MD, FACP, FHM (Tampa & Southwest FL)
  - Certified In Internal Medicine, Hospice & Palliative Medicine

# United Health Group (*UNH*)

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## “Benefits Division”

- This program is sold as the UnitedHealthcare Nursing Home Plan (UHC NHP)
- Pays the claims for physicians and facilities



## “Services Division”

- Employ Advanced Care Practitioners To Deliver The Care
- Care for the patients who sign up for UHC NHP
- **OPTUMCare**

# Institutional Special Needs Program (ISNP)

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- Previously known as “Evercare”
- First call goes to the **OPTUM** NP/PA
- The goal is to treat the patient in place (in the facility)
  - Everyone is aware that treatment is provided within the facility
- Monthly visits are made by the **OPTUM** NP/PA
  - Additional visits occur during the month if medically necessary
- This is also a collaborative treat in place model
  - The **OPTUM** NP/PA collaborates with the attending physician (PCP)
- **As of 2015, this is a 4.5 STAR Plan**

# The OPTUM NP / PA

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- Practice in skilled nursing facilities (SNFs) only
- Case load of ~ 80 patients
  - Smaller case load than the average NP and PA
- Routine note is written every month
  - Strong focus on Advance Care Planning (ACP)
- Comprehensive note is written at least twice a year
- See their patients with Change In Condition (CIC)
- The **OPTUM** NP or PA calls the Responsible Party (RP) every month, and with any CIC

# Physician Payments

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- No bills submitted for the **OPTUM** NP or PA visits
- Physicians bill for the day they see the patient
- Can be the same day as the **OPTUM** NP / PA
- Physicians create their own notes
  - Use the AMA CPT Guidelines for coding & billing
- 100% of the Medicare Fee Schedule for NH visits
  - 20% more than the usual reimbursement
- Additional CPT codes for the PCPs are available
  - These are paid if “PAR” (Participating / Credentialed) with UHC
  - For Unscheduled Visits and Care Conferences

# OPTUM On-Call

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- The **OPTUM** Facility NP / PA will be called on their cell Mon to Fri 8am – 5pm
- The **OPTUM** On-Call NP is available all other times:
  - Nights, weekends and holidays
  - The On-Call NPs are full time in that position
- The **OPTUM** NP/PA will call your On-Call physician if there are any issues or problems
- The On-Call NP will notify the **OPTUM** facility NP/PA no later than 9am the next business day