




# UnitedHealthcare




HFMA-KAHPAM 2026 Spring Conference




1

## Member Success Story - Kyler

Kyler is the youngest of five children. He lives with his parents in the rural town of Jewell. When he was 16 <sup>JB1</sup> years old and a sophomore in high school, he was coming home from work on a country two-lane highway and rolled his truck several times. The person driving behind him witnessed the accident, called 911, then attended to Kyler to position his head to keep him breathing which basically saved his life. EMS came from about 10 miles away and transported him to the local critical access hospital for stabilization. He was then life flighted to Wichita.

2

## Member Success Story - Kyler

When medically stable, Kyler was transferred to Madonna Rehabilitation Hospital in Lincoln, NE. He was doing well and making progress, to the point that he was starting to stand with the assistance of two people. JB1

However, he later experienced a seizure and a significant cardiac event. After this setback, he was in and out of the hospital and lost much of the progress that he'd made.

Once he was discharged from Madonna, he moved to Ability KC for outpatient rehabilitation. He was placed on the Brain Injury (BI) waiver in 2023.

Almost a year and a half after the accident,

Kyler was stable enough to move back home.



3

JB1

## Member Success Story - Kyler

The individual, who saved Kyler's life, is a LifeWise Clinical Home Modifications staff member who was on his way to conduct an evaluation and prepare a bid.

He stayed in touch with the family and became a trusted person in their lives.

When Kyler came home, the home needed modifications to address Kyler's needs.

- There was a makeshift ramp, but it wasn't very stable or efficient
- The bathrooms didn't accommodate a wheelchair. Kyler's dad took him to the Wellness Center that was over 15 miles away to shower in the gym showers.
- Home Modifications were completed for:
  - A wheelchair ramp out the backdoor
  - A bathroom renovation



Doorway too narrow



Unable to access the tub/shower



© 2026 United HealthCare Services, Inc. All Rights Reserved.



4

4



# Member Success Story JB1



Wall Hung Vanity  
Relocation of the Toilet



New Shower  
Grab Bars  
Handheld Shower



Bathroom Door Widening

“Thanks for seeing the potential in our child.”

-Kyler’s family



© 2026 United HealthCare Services, Inc. All Rights Reserved.

5

5

# Member Success Story

Kyler’s mom is an occupational therapist who is now using her professional skills to support Kyler’s journey.

She is an out-of-the-box thinker who collaborated with outpatient therapists about an hour from home.

Through this collaboration, she discovered that 2 of the PTs were certified aqua therapists.

This photo was taken during Kyler’s first aquatic therapy session.

Kyler’s mom is pictured in the lower right corner.

Kyler continues to make meaningful progress, supported by a strong and dedicated family network.



© 2026 United HealthCare Services, Inc. All Rights Reserved.

6

6

# Supporting our Provider Community



© 2026 United HealthCare Services, Inc. All Rights Reserved.



7

7

## UnitedHealthcare Community Plan of Kansas – Provider Service Model

- Reconsideration
- Online – [UHCprovider.com](https://UHCprovider.com) portal
- Phone - 1-877-542-9235
- Mail- P.O. Box 5270, Kingston NY 12401
- Provider Advocate
- Appeal      • EITPR      • State Fair Hearing



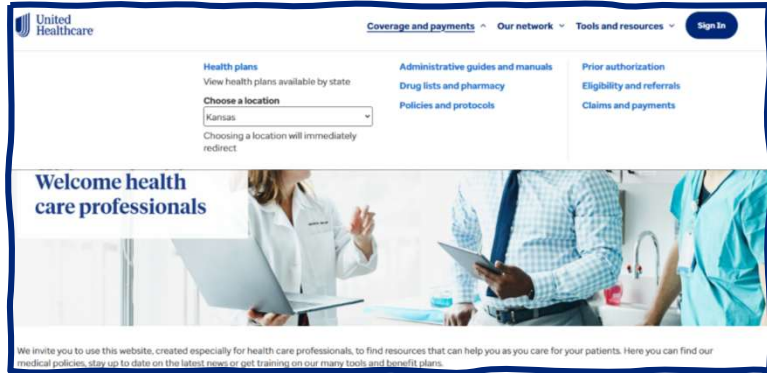
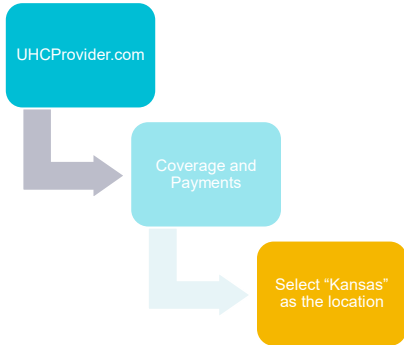
© 2026 United HealthCare Services, Inc. All Rights Reserved.



8

8

# How to Connect with UHC Community Plan of KS



B1

# How to Contact Us

Home > Health Plans by State > Kansas health plan resources for health care professionals > UnitedHealthcare Community Plan of Kansas Homepage

- UnitedHealthcare Community Plan of Kansas Homepage
- Bulletins and Newsletters | UnitedHealthcare Community Plan of Kansas
- Care Provider Manuals
- Claims and Payments | UnitedHealthcare Community Plan of Kansas
- Payment Policy Notifications | UnitedHealthcare Community Plan of Kansas
- Pharmacy Resources and Physician Administered Drugs | UnitedHealthcare Community Plan of Kansas
- Policies and Clinical Guidelines | UnitedHealthcare Community Plan of Kansas
- Prior Authorization and Notification | UnitedHealthcare Community Plan of Kansas
- Provider Forms and References | UnitedHealthcare Community Plan of Kansas
- Provider Training | UnitedHealthcare Community Plan of Kansas

## UnitedHealthcare Community Plan of Kansas Homepage

We insure more pregnant moms, more children, and more aged, blind and persons with disabilities than anyone else. No one has a larger list of doctors and hospitals. We're a leader in working with community organizations to help the uninsured become insured, and the insured to get the best medical care possible. We're a leader in the effort to understand the social and cultural causes of disease. UnitedHealthcare has been in your community for years. We look forward to partnering with you.

We know you don't have time to spare, so we put all the UnitedHealthcare Community Plan resources you need in one place. Use the navigation on the left to quickly find what you're looking for. Be sure to check back frequently for updates.

<p><b>Prior Authorization and Notification Resources</b></p> <p><a href="#">Learn More</a></p>	<p><b>Current Policies and Clinical Guidelines</b></p> <p><a href="#">Learn More</a></p>	<p><b>Provider Administrative Manual and Guides</b></p> <p><a href="#">Learn More</a></p>
--	--	---

Expand All



## How to Contact Your UHC-KanCare Provider Advocate

### Contact Us

Have questions about UnitedHealthcare Community Plan of Kansas? We have care provider support teams and library of online resources to assist you.

### Provider Services Call Center

1-877-542-9235

- [Behavioral Health Provider Advocate Map](#) 
- [DME and Pharmacy Provider Advocate Map](#) 
- [Home and Community Based Service \(HCBS\) Provider Advocate Map](#) 
- [Hospital/Physician/Ancillary Provider Advocate Map](#) 
- [Skilled Nursing Facilities Provider Advocate Map](#) 



© 2026 United HealthCare Services, Inc. All Rights Reserved.



11



## Top Denials All Provider Types



12

## Top Denials – Coordination of Benefits (COB)

### COB Denials happen when:

- Our records indicate that the member has a primary insurance policy that should be billed first.
- The COB information is outdated or incorrect.
- The claim was received without the primary EOB or primary payment data.

### How to Avoid COB Denials (Best Practices)

- ✓ Verify insurance coverage at every visit
- ✓ Ask patients targeted COB questions
- ✓ Submit to the correct primary payer first
- ✓ Include the primary EOB when billing secondary
- ✓ Update COB information regularly



© 2026 United HealthCare Services, Inc. All Rights Reserved.



13

## Top Denials – Duplicate claim

### Duplicate Claim Denials happen when:

- Two or more claims appear identical – same patient, same provider, same DOS, same procedure, same billed amount
  - Regardless of whether the first claim denied or paid

### How to Avoid Duplicate Claim Denials (Best Practices)

- ✓ Check claim status before submitting another claim
- ✓ Use the correct frequency code when correcting a claim
  - ✓ Resubmission Code “7” or 3<sup>rd</sup> digit of the Type of Bill must be a “7”
  - ✓ The claim number being corrected must be specified in the appropriate field
- ✓ Ensure that billing staff understand the difference between:
  - ✓ Original claim
  - ✓ Corrected claim
  - ✓ Reconsideration/Appeal



© 2026 United HealthCare Services, Inc. All Rights Reserved.



14

## Top Denials – Member Eligibility

### Member Eligibility Denials happen when:

- A claim is submitted for a patient who is not eligible for coverage on the date of service.
- The patient is not assigned to UnitedHealthcare on the date of service.
- An incorrect member ID, wrong date of birth, or a misspelled name.

### How to Avoid Member Eligibility Denials (Best Practices)

- ✓ Check eligibility at each visit, not just for new patients
- ✓ Use automated or real-time eligibility tools
- ✓ At scheduling and check-in ensure
  - ✓ Correct member ID
  - ✓ Accurate name, DOB, and address
  - ✓ Obtain copy of current insurance card



© 2026 United HealthCare Services, Inc. All Rights Reserved.



15

## Top Denials – Service non-covered or not contracted

### Non-Covered Service or Not Contracted Denials happen when:

- Most often this denial occurs because the service is not covered under the member's benefit plan.
- Institutional claims are submitted with revenue codes only. Per KMAP policy, CPT/HCPCS are required for outpatient claims.
- Incorrect or incomplete coding makes the service appear non-covered
  - Diagnosis doesn't support medical necessity
  - Missing or incorrect modifier
  - Wrong place of service

### How to Avoid Non-Covered Service or Not Contracted Denials (Best Practices)

- ✓ Verify benefits for every patient before the service is rendered
  - ✓ Utilize KMAPs Interactive Reference Code Lookup Tools
- ✓ Confirm prior authorization requirements
- ✓ Ensure accurate and complete coding



© 2026 United HealthCare Services, Inc. All Rights Reserved.



16

**Questions?**



 © 2026 United HealthCare Services, Inc. All Rights Reserved. 17

17



UnitedHealthcare and the UnitedHealthcare logo are registered trademarks of UnitedHealth Group Incorporated in the U.S. and other jurisdictions. All other brand or product names are the property of their respective owners. Because we are continually improving our products and services, UnitedHealthcare reserves the right to change specifications without prior notice. UnitedHealthcare is an equal opportunity employer.

© 2026 United HealthCare Services, Inc. All Rights Reserved.

18