

Frequently asked questions:

About UMR – PEIA’s new TPA

Will our office need to complete credentialing with UMR?

No. Any licensed West Virginia health care provider who accepts PEIA patients may do so with no additional credentialing.

Will you be honoring our current fee schedule?

Yes. The fee schedule is set by PEIA and remains in place for in-state providers.

How should claims for services be submitted to UMR?

Details for submitting claims for services on or after July 1, 2019, can be found on the back of the PEIA member ID card:

Issuer ID: 911-39026-02

EDI# 39026

UMR

PO Box 30541,

Salt Lake City, UT 84130-0541

What is the phone number for provider services?

PEIA’s toll-free TPA phone number will remain the same, **888-440-7342**.

What is the fax number for providers?

The dedicated PEIA fax number is **844-289-0155**.

Is there an online portal for claims, benefits and eligibility verification?

Yes. UMR’s online provider services on **umr.com** will allow you to look up PEIA member benefit details, make claims or billing inquiries for services provided on or after July 1. You can register as a health care provider user by signing up with your office TIN, starting the third week in June. You will also be able to send secure messages through the UMR provider portal.

How do I obtain prior authorization or find preferred drug list information?

Plan requirements and benefits are determined by PEIA. This information is available through UMR’s online provider services on **umr.com**, or by calling **888-440-7342**.

When will ID cards be mailed?

New PEIA member ID cards will be issued to all members and mailed the third week in June.

Will the alternate ID number be the same?

Yes.

Do I need to resubmit a prior-authorization request for services HealthSmart has already approved?

No. UMR will honor any prior authorizations completed prior to July 1, 2019, that include dates of service after the July 1 effective date.

Will I be assigned a provider representative?

As with your current UMR provider inquiries, please continue to contact your UHC advocates for assistance. Your advocates will work with UMR to respond accordingly. Health care facilities should contact Lori Reeder via email at lreeder@uhc.com. Health care professionals should contact Rosemarie Watson at rosemarie_watson@uhc.com. Providers participating in the PEIA CCP program should contact Carrie Rapp at carrie_rapp@uhc.com.

How long will HealthSmart administer runout claims?

HealthSmart will process runout claims for four months for services provided prior to July 1, 2019.

Will PEIA payments change?

No. Payments will be processed using the same fee schedules established by PEIA and any other direct contracts they may hold.

Is there still a facility fee?

No. These have been eliminated.

Will there be changes to the PEIA contiguous county policy during the upcoming benefit year?

Yes. For plan year 2020, effective July 1, 2019, PEIA is changing the contiguous county benefit back to match the in-state benefit.

How will I reach HealthSmart if I have a question about a claim incurred prior to July 1, 2019?

Call 888-440-7342 and the phone tree will route your call to HealthSmart.

What is the timeframe for HealthSmart to perform runout and pay claims for PEIA that were incurred prior to July 1?

HealthSmart will administer runout for 4 months – concluding Oct 31, 2019. Please make every attempt to submit claims and resolve appeals before this date.

Will PEIA still handle electronic eligibility and send to UMR?

Yes. PEIA maintains the membership eligibility and sends this information to UMR.

Will providers use the UMR IVR practice for communication requiring a number for callback purposes?

UMR utilizes an IVR system for benefit and eligibility purposes for providers, with confirmation of benefits provided via a FaxBack. The FaxBack document will include a specific identifying number in case the provider has additional questions. This code when entered bypasses the automation system and routes to our Plan Advisor team. When calling for precertifications or preauthorizations, our Care Management and Plan Advisor team will be happy to respond to provider inquiries.

Will the Remittance Advices (RA) be separate for UMR?

WV PEIA members will be on a separate remittance advice from other UMR groups. Remittance advices may contain information on multiple PEIA members but not other UMR-administered groups.

Will contracts be handled differently under UMR?

PEIA determines the providers they choose to hold direct contracts with outside the state of West Virginia. UMR would administer those contracts as directed.

When can I register for iExchange?

iExchange for WV PEIA precertifications, preauthorizations and prior approvals will not be able to be entered until the contract effective date of July 1 and after. iExchange will provide a reference number, approval, or denial of the information and advise when additional information is necessary. Information can be loaded directly into iExchange eliminating the need for mailing and delays due to mail time. iExchange is an electronic precertification and pre authorization portal – not a benefit verification system. Eligibility verification is part of the precert process on iExchange. Summary Plan Descriptions reside on umr.com for purposes of benefits information or by calling 888-440-7342.