



## UnitedHealthcare Community Plan of Indiana

### **Provider Network Effective Date Policy**

OptumHealth Physical Health has adopted the Indiana Health Coverage Programs (IHCP) provider effective date policy as of 1/1/2022. Providers will be effective with OptumHealth Physical Health on the first of the month following the receipt of a complete network participation request, and the additional guidance below.

A brand-new provider that is not part of an existing contract with OptumHealth Physical Health will be effective the first of the month following receipt of the network participation request from the provider. The network participation receipt date is the date OptumHealth Physical Health receives the provider's complete network participation request electronically via an online portal, email, postal mail, or fax. All required fields must be completed, required supporting documentation provided, etc. for the network participation request to be considered complete.

A provider that is being added to an existing contract will also be effective the first of the month following receipt of the network participation request from the provider. The network participation receipt date is the date OptumHealth Physical Health receives the provider's complete network participation request electronically via an online portal, email, postal mail, or fax. All required fields must be completed, required supporting documentation provided, etc. for the network participation request to be considered complete.

To be able to render services, the contract or contract amendment must still be executed by both parties.

If services were rendered prior to the effective date, these services may be considered out of network and require authorization.

Providers must be enrolled and effective with IHCP prior to being effective with OptumHealth Physical Health. The network effective date will be after the IHCP effective date.

The effective date will be the first of the month following the receipt of a complete network participation request, regardless of the contract execution date or credentialing completion date. In most cases, the effective date will be retroactive back to the first of the month following



receipt of the complete network participation request since providers will not be fully effective until they are credentialed and have a signed contract or contract amendment.

If a provider is unable to be credentialed, the provider will not be accepted into the network.

If a provider and OptumHealth Physical Health cannot come to terms with a contract, the provider will not be accepted into the network.

Providers should hold all claims until the final welcome letter from OptumHealth Physical Health is received confirming that they are effective with the network. OptumHealth Physical Health and providers are expected to complete all pieces of the network participation process timely. However, in instances where the network participation process extends for a period longer than the standard timeframe, OptumHealth Physical Health will not hold providers to the timely filing limit for claims rendered before the provider was confirmed effective.