

Billing and reimbursement reminder for members in hospice care

We encourage you to use the following information when submitting claims for UnitedHealthcare® Medicare Advantage plan members in hospice care. UnitedHealthcare Medicare Advantage plans follow the Centers for Medicare & Medicaid Services (CMS) rules for billing and reimbursement for hospice care.

Hospice services

Medicare-certified hospice health care professionals should submit claims for covered hospice services directly to Medicare using the CMS-1450 form. Medicare will pay you directly.

You can learn more about submitting hospice claims in the following chapters of the **Medicare Claims Processing Manual**:

- Chapter 1: General Billing Requirements
- Chapter 11: Processing Hospice Claims
- Chapter 24: General EDI and EDI Support Requirements, Electronic Claims and Coordination of Benefits Requirements, Mandatory Electronic Filing of Medicare Claims
- Chapter 25: Completing and Processing the CMS-1450 Data Set

Medicare-covered, non-hospice prescription drugs

Submit claims for prescription drugs covered under the member's Medicare Part D benefit after you sign in at optumrx.com. You'll need a One Healthcare ID and password to sign in. If you don't have either, you can [register](#) to obtain them.

Medicare-covered, non-hospice services

For Medicare-covered, non-hospice services, you can submit medical claims to the fiscal intermediary or carrier for payment.

Supplemental benefits

UnitedHealthcare will pay for supplemental benefits offered under our Medicare Advantage plans for members in hospice care. Please submit claims for supplemental benefits online.

- To get started using the UnitedHealthcare Provider Portal, go to UHCprovider.com and click on Sign In in the top-right corner. You'll then sign in using your One Healthcare ID and password. If you don't have a One Healthcare ID, visit UHCprovider.com/access.
- Our [claims and billing training](#) has additional information and instructions to help guide you through this process

Supplemental benefits may change each year, but could include the following:

- Routine vision benefits
- Routine hearing benefits
- Routine transportation benefits



We're here to help.

Visit cms.gov for additional information about hospice-covered services, supplemental benefits and Medicare-covered, non-hospice-related services. For questions about hospice billing and reimbursement, please contact your skilled nursing facility provider advocate or call Provider Services at **877-842-3210**, 8 a.m.–7 p.m. CT, Monday–Friday. Ask to speak with a skilled nursing facility network contact.