



Frequently asked questions.

Contact Names	Contact number/email
UnitedHealthcare CCC+ Member Services: For general coverage inquiries or to reach a Care Coordinator.	Phone: 1-866-622-7982
UnitedHealthcare Medallion 4 Member Services: For general coverage inquiries or to reach a Care Coordinator.	Phone: 1-844-752-9434
UnitedHealthcare Provider Services: For service facilitation inquiries. For DMAS form submissions or to make an authorization request via fax.	Phone: 1-877-843-4366 Fax line: 1-855-770-7088
UnitedHealthcare Taskforce: For consumer-directed authorization concerns.	Email: va_ppl_cccp@uhc.com
Public Partnerships (PPL) Customer Service line.	Phone: 1-833-549-5672 , press 4 for UnitedHealthcare

What services are covered?

Services are paid for through either the **EDCD waiver (members 21 and over)** or **EPSDT funding (members under 21)**.

- A:** Attendant Care (S5126): This service is person-centered and is authorized as biweekly hours per a member's individual care needs.
- A:** Respite Care (S5150): This service is a standard 480 hours per fiscal year- July 1 to June 30.

You have the ED CD waiver, now what?

- A:** Reach out to your UHC Care Coordinator to either alert them to who your Service Facilitator is or to determine some In-Network Service Facilitator options to work with. Call UHC CCC+ Member Services to reach your Care Coordinator.
- A:** Your Service Facilitator must fax your DMAS paperwork to UHC so that authorizations can be built. Use the fax line listed above.
- A:** Work with your Service Facilitator to get enrolled with PPL.

How do I get started with PPL?

- A:** The Service Facilitator submits the Fiscal Agent Request Form (FARF) to begin the enrollment process for PPL.
- A:** The Member/Employer of Record hires Attendants and completes needed paperwork on that person to be eligible to bill for services. The date the Employment Agreement is signed by the member/EOR is the first date of eligible billing.
- A:** Once the authorizations are reviewed and built within the UHC system, they are transferred to the PPL portal for billing.

When will attendants get paid?

- A:** Pay periods are every 2 weeks; paid out on Fridays.
- A:** Payroll schedules show pay periods and pay dates. Depending on where the member lives, attendants will be assigned to either Payroll Schedule A or Payroll Schedule B. These are broken out per geographic region: Schedule A includes Central Virginia and Tidewater regions, whereas Schedule B includes Northern Virginia, Piedmont and Southwest regions.

I got an error message when submitting a timesheet, what do I do?

- A:** Pay attention to the error message and write it down if necessary. You can save a timesheet even if you get an error message so that it can be submitted later. Reach out to the Employer of Record, your UHC Care Coordinator, or PPL directly to determine next steps according to the content of the error message. Pended timesheets may still be able to pay out once the issue is resolved.

In what situations would I not be able to bill against an authorization?

- A:** An attendant cannot bill for services if a member is admitted to a hospital, rehab or nursing facility, or if the member is out-of-state for vacation or other non-medically necessary travel. The dates of admission and discharge from a facility/hospital are also non-billable. An attendant can bill for the day before admission or the day after discharge.