# Provider remittance advice guidance for batched items or services

# Overview

Under the No Surprises Act, certain items and services can be batched and considered jointly by the Independent Dispute Resolution (IDR) entity as part of 1 payment determination. Items and services can be batched when **all** the following apply:

- · The items and services were provided by the same provider
- The items and services were covered by the same plan or issuer
- The items and services are the same or similar
- The items and services were furnished within the same 30-business-day period, or the same 90-calendar-day period



# What is the No Surprises Act?

- The No Surprises Act protects patients from surprise balance billing for defined out-of-network items and services
- The protections of the law won't apply if the member chooses to receive items and services from an out-of-network health care professional, with some exceptions
- It applies to individual, small group and large group fully insured markets and self-insured group plans
- The fastest way to submit a negotiation request is through the UnitedHealthcare Provider Portal

The following information and images provide additional details regarding the provider remittance advice (PRA) and how to determine which claims should be batched together under 1 payment determination:



## Same provider

The items or services were provided by one of the following:

- Same provider
- Same group of providers
- Same facility
- Same air ambulance provider

They are considered the same if they're billed with the same National Provider Identifier (NPI) number and/or tax ID number (TIN).

#### **PRA location:**

You can find the following in the box at the top-right corner:

- TIN
- NPI number
- Payee name



#### Same plan or issuer

The items or services were covered by the same plan or issuer. The following information, combined, constitute the same plan or issuer:

- Issuer/third-party administrator legal entity name
- Group number
- Group name

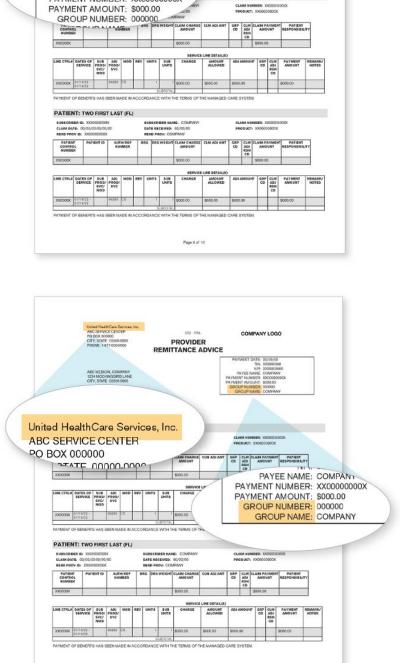
#### **PRA location:**

You can locate the following in the box at the top-right corner:

- Group name
- Group number

Locate the following information in the top-left corner:

• For self-insured plans: The thirdparty administrator's legal entity name (e.g., United HealthCare Services, Inc.)



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COMPANY LOGO

PROVIDER REMITTANCE ADVICE

ABC MEDICAL COM

PAYMENT DATE: 00/00/00

PAYEE NAME: COMPANY PAYMENT NUMBER: XX00000000X

TIN: 000000000 NPI: 0000000000





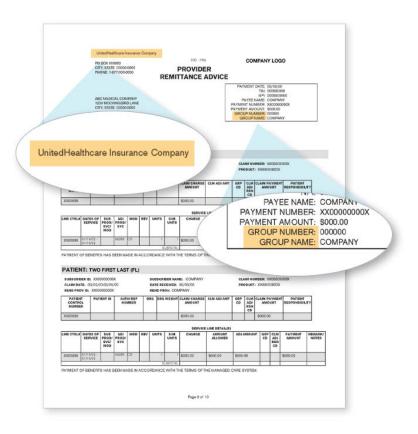
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# Same plan or issuer (cont.)

#### **PRA location:**

• For fully insured plans: The issuer's legal entity name (e.g., UnitedHealthcare Insurance Company)

If not located on the PRA, you can also find the group name and group number on the member's ID card.



## Same or similar items or services

The items or services were the same or similar. They are considered the same or similar if they're billed under the same service code. Or if applicable, a comparable code under a different procedural code system, such as CPT®, HCPCS or diagnosis-related group (DRG) with any modifiers.

#### **PRA location:**

You can find the **procedure code**, **service code** and **modifier** information on the PRA.

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## Same 30- or 90-day period

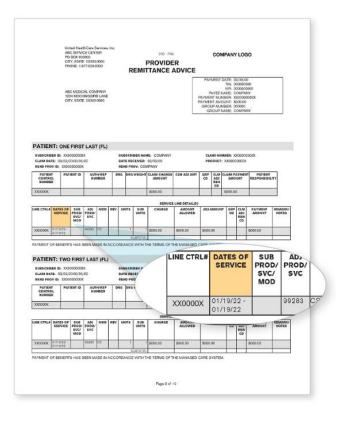
The items or services were provided within the same 30-business-day period or the same 90-calendar-day period.

#### **PRA location:**

You can find the **dates of service** on the PRA.

# Your Independent Dispute Resolution (IDR) rights

After the Open Negotiation period is exhausted, you may have the right to file an Independent Dispute Resolution (IDR) through the Centers for Medicare & Medicaid Services (CMS) portal. If you file an IDR, please forward a copy of the completed Notice of IDR Initiation form you submitted to UnitedHealthcare at **uhg\_idr\_disputes@uhc.com.** Please also use this email address when the CMS IDR form prompts you to provide an email address for UnitedHealthcare.





### **Questions**?

For more information about the No Surprises Act, please see the **CMS No Surprises Act page.** If you have questions about a specific claim, please connect with us through chat 24/7 in the **UnitedHealthcare Provider Portal**.

Please note: Images and sample data are for demonstration purposes only.

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