



# The quarterly newsletter for Indiana health care professionals



## Here's what's new

- The UnitedHealthcare Community Plan of Indiana Hoosier Care Connect newsletter has the information you need to help
- This newsletter is published quarterly. We cover a range of topics, including the benefits of digital tools, manual overviews, Indiana Department of Health guidance and more.

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### Questions?

Review our [UnitedHealthcare Community Plan of Indiana homepage](#).



# Enhancing patient care

## The link between dental and physical health, tobacco cessation and referral resources

Poor oral hygiene, specifically periodontal disease, can negatively affect all your patients who have cardiac disease, stroke, diabetes, cancer and respiratory conditions. During evaluations and screenings, please make dental referrals for your patients, particularly those with these comorbidities. Routine dental care improves health outcomes and reduces costs. The American Academy of Pediatrics Bright Futures recommends dental referrals begin at age 1. Tobacco use and smoking cessation programs are a major part of our health care programs, especially in Indiana where tobacco use rates are high. The following resources outline how to make those referrals, talk about smoking cessation and provide help for smokers and vapers.



You may receive a \$10 incentive for billing for tobacco cessation counseling using codes 99406 and 99407 or dental code D1320.

## Quit Now Indiana

### Online referral portal

Quit Now Indiana is excited to introduce their user-friendly online **referral portal**, designed to help you connect patients with essential quit services. The innovative platform simplifies the referral process, making it easier for you to provide complete care and support to individuals who want to quit tobacco. You can take advantage of the extensive tobacco treatment services, including empathetic coaching, medication guidance and personalized digital resources. Quit Now Indiana aims to empower your patients with the support they need on their journey to quit tobacco. Discover the full spectrum of **services** provided by Quit Now Indiana and how they can assist your patients.

### Talking to your patients about cessation

Quit Now Indiana provides guidelines to support your patient interactions. These guidelines can help you have conversations about tobacco use during every patient visit. They help advise patients on quitting strategies, referring them to helpful resources and effectively managing pharmacotherapy. These guidelines also help offer clear and compassionate patient care.

**Find more information** on our tobacco cessation guidelines, which can be included in your patient care protocols.






### Additional resources

- **Quit Now Indiana Quick Reference Guide:** Includes information about coaching, medication and the member online dashboard
- **Quit Now Indiana - Medicaid Covers It! Guide:** Includes referral options and CPT®/HCPCS codes

# The Individual Health Record

The Individual Health Record (IHR) is a technology platform that provides a robust digital record of a person's UnitedHealthcare health care history. The IHR takes data from across systems and transforms it into a record that communicates each person's health history and current health status.

 <b>Information</b>	 <b>Care</b>	 <b>Coordination</b>
<p>The platform delivers patient information across all patient encounters in the health care delivery system.</p> <ul style="list-style-type: none"><li>• Includes diverse data such as inpatient, outpatient, ambulatory, in-network, out-of-network and reported sources, combined into a single record</li><li>• Gives you access to current and historical diagnoses, visits, medications and tests from physicians outside your practice</li></ul>	<p>Provides a broader view of your patient's overall health care experience. It benefits care teams by</p> <ul style="list-style-type: none"><li>• Making the most of the patient's visit, potentially closing gaps in care</li><li>• Identifying potential admission/ readmission risks early, so you can take preventive measures</li></ul>	<p>By working from the same patient information, all clinical teams reduce unnecessary or duplicated tests and appointments</p> <ul style="list-style-type: none"><li>• Helps reduce your administrative burden by automating the movement of data</li><li>• Near real-time data is used in the IHR, helping decrease possible test duplication and increase the ability to monitor details such as medication</li><li>• Get a broader understanding of your patients' overall health care</li></ul>

## How do I request access to IHR?

- Go to [UHCprovider.com/IHR](https://UHCprovider.com/IHR)
- For chat options, and contact information, visit [UHCprovider.com/contactus](https://UHCprovider.com/contactus).
- Call **866-842-3278**, option 1, 7 a.m.-9 p.m. CT, Monday-Friday



## Whom can I reach out to for questions about IHR?

Call the Dedicated Service Team at **888-761-0346** 7 a.m.-7 p.m. CT, Monday-Friday. The Dedicated Service Team will research the issue and validate the information.

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