

Agenda



A UnitedHealthcare Company



WV Public Employees Insurance Agency Provider Town Hall

Dial in Number: 763-957-6400

April 1, 2020	April 2, 2020
8:00-9:00 am	4:00-5:00 pm
Access code: 820 557 837	Access code: 826 523 360
Meeting password: Provider123!	Meeting password: Provider123!
Join meeting	Join meeting

Welcome/Introductions	5 minutes
COVID-19	15 minutes
<ul style="list-style-type: none">Processing guidelinesTeleHealthCOVID-19 Tests to be paid at 100%	
Care Management Information	15 minutes
<ul style="list-style-type: none">Specialty InjectablesChemotherapy authorizationI-ExchangeGold card (SB2351)Out of state prior approvalUMR and Care Centrix authorizations extended to 12/31/2020	
Payment options	5 minutes
<ul style="list-style-type: none">EFTCheckV-payRemittance advice	
Prescription Drugs	5 minutes
<ul style="list-style-type: none">Early refillsExtending current PAs through 6/30/20	
UMR Change in hours-7 a.m.-7 p.m.	5 minutes
Question and Answer	10 minutes

PEIA Attendees

Ted Cheatham

Director

Jan Powell

Communications Director

Charlotte Stover

Director of Operations

Felice Joseph

Pharmacy Director

Stephanie Whitney

Provider Relations Manager

UMR/UHC Attendees

Kathy Wiseman

*National VP of Account
Management*

Corri Holcomb

*Vice President Care
Management*

Debbie Duespohl

Strategic Account Executive