Oxford® Infertility Services and OptumHealth® Managed Infertility Program
Frequently Asked Questions

1. What is changing?
Effective 3/1/12, OptumHealth® (a UnitedHealth Group company) will manage infertility services on behalf of Oxford Health Plans (NJ), Inc., Oxford Health Plans (NY), Inc., Oxford Health Plans (CT) and Oxford Health Insurance, Inc. (collectively “Oxford”).

2. What is the managed infertility program?
OptumHealth’s managed infertility program is intended to promote both quality of care and continuity of service by supporting patients through every aspect of the infertility process. OptumHealth infertility nurse case managers educate patients and help them make informed decisions about their infertility treatment and care. This program does not diagnose or recommend treatment and is not a substitute for your professional medical advice to your patients.

Physicians must precertify infertility treatment procedures rendered in outpatient and/or office settings. Precertification under this program is required for reimbursement for infertility services.

3. When does the program become effective?
The program becomes effective 3/1/12 for Oxford Commercial members.

4. Who will be administering this program for Oxford?
OptumHealth, a UnitedHealth Group company, will administer this program for Oxford. We have been diligent in our research to help ensure that the clinical policies we are using are consistent with best practices and state mandates and have sought guidance from leading clinical and academic board-certified reproductive endocrinologists and embryologists on our Expert Infertility Advisory Board, all of whom are extensively published and members of American Society for Reproductive Medicine (ASRM), Society for Assisted Reproductive Technology (SART) and other specialty societies. The clinical guidelines will be subject to ongoing review by these board-certified reproductive endocrinologists.

5. For which products is precertification for infertility services required?
This program applies to all Oxford commercial members with an infertility benefit. Please contact Oxford Customer Service at 800-444-6222 for member eligibility.

6. What is the precertification process?
Beginning 3/1/12, you will be required to:
1) Verify a patient’s eligibility and benefit coverage by calling Oxford Customer Service at 800-444-6222.
2) After eligibility and benefits are confirmed and your initial evaluation is complete, but prior to ordering any diagnostic testing (e.g., labs) for a member with a preliminary diagnosis of infertility (ICD-9 diagnosis codes 628.x), please notify OptumHealth by calling 877-512-9340.
3) Upon completion of diagnostic testing and prior to performing any infertility treatment/procedures, you will be required to obtain a precertification by calling OptumHealth at 877-512-9340. Precertification will be required for any infertility services rendered in outpatient and/or office settings. A precertification template can be found on the OptumHealth website at myoptumhealthcomplexmedical.com, or by calling OptumHealth at 877-512-9340. Precertification is always required for inpatient admission.

7. In what places of service is precertification required for infertility services? Precertification will be required for any infertility services rendered in outpatient and/or office settings. Precertification is always required for inpatient admission.

8. How do I know if infertility precertification is required for an Oxford patient? Precertification requirements can be verified and initiated by calling OptumHealth at 877-512-9340.

9. Who is responsible for obtaining infertility precertification? It is your responsibility as the rendering physician to obtain precertification; however, you may appoint a designee to obtain precertification. A designee may be a member of your office staff or the facility if they have the relevant clinical information to request the procedure.

10. Are facility claims subject to the infertility precertification process? Services rendered in a facility are subject to precertification, which must be obtained by the physician prior to infertility services being rendered. If there is no precertification on file, the facility claim will not be paid.

11. What is the process to submit additional clinical information if requested? If you are asked to submit additional information, you may call OptumHealth at 877-512-9340, or fax 855-536-0491.

12. Are there any physician exclusions from the managed infertility program? No. There are no exclusions from the managed infertility program. All physicians, regardless of their UnitedHealth Premium® quality and cost efficiency designation, are required to request a precertification for infertility services performed in the outpatient and office settings.

13. What information will be required for infertility precertifications? To ensure you have the required information available to initiate the precertification process, please reference the patient treatment plan. This treatment plan can be found online at https://www.myoptumhealthcomplexmedical.com/gateway/public/infertility/infertility.jsp

14. When will the authorization number be provided to the rendering physician? If the requested procedure is consistent with clinical policies and state mandates, an authorization number will be provided to you and/or your designee both verbally and in writing. As the rendering physician, you always maintain final decision authority for the performance of the procedure. However, if the procedure is not consistent with clinical criteria, a non-certification may be issued. In accordance with state regulations, you may submit a request for reconsideration or appeal any non-certification decision.

15. How can I ensure that an authorization has been submitted for an infertility procedure? You or the facility may validate that an authorization is on file by visiting oxfordhealth.com > Providers > Transactions > Precert Status, or by calling OptumHealth at 877-512-9340.

16. What should I do if I determine there is no authorization on file for a patient scheduled for an infertility procedure?
If you or the facility determines there is no authorization on file, you should submit a precertification request to OptumHealth by calling 877-512-9340.

17. **What is the consequence for failure to obtain precertification?**
   Compliance with precertification is required. An authorization number will not be issued and an administrative non-certification for CPT codes subject to this protocol will be issued and claims will not be paid.

18. **If my claim is denied for lack of precertification or for lack of medical necessity, can I balance bill the patient?**
   No. Balance billing the patient is not permitted, per the physician’s participation agreement, unless member has signed a waiver with you.

19. **Is the authorization number required on the claim form to ensure payment?**
   There is no need to put the authorization number on the claim form; however, you may do so, at your discretion.

20. **How will I be notified if a claim for an infertility procedure has been denied for lack of precertification?**
    The remark code D2 will be used to indicate denial for lack of precertification.
    D2: “These services were formally denied because they were not authorized in advance.”

21. **If Oxford is the secondary insurer, is precertification required for infertility procedures?**
    No. Precertification is not required when Oxford is secondary to any other payer.

22. **Where can I reference the protocol and clinical policies supporting this program?**
    For the most up-to-date program information (including the clinical guidelines), please visit oxfordhealth.com.

23. **Who can I contact to get more information about the managed infertility program?**
    For more information about the managed infertility program, please contact your local Oxford market medical director, or your network management representative.