

Provider Quick Reference Guide - Louisiana Medicaid

Call Center for UnitedHealthcare	1-866-675-1607
Websites & What's Available	<p>providerexpress.com</p> <ul style="list-style-type: none"> • Demographic Updates • Guidelines and Policies • Best Practice Guidelines • Clinical Criteria • Recovery & Resiliency Toolkit • Behavioral Health Toolkit for Medical Providers • National Network Manual • Optum Video Channel, Trainings and Webinars • Louisiana Resource Page: Home Page > Our Network > State-Specific Provider Information > Louisiana • Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form <p>uhcommunityplan.com</p> <ul style="list-style-type: none"> • A website for Health Care Professionals, Community Organizations, and Members • For providers the links will direct you to important information in your state • Directs you to our secure provider site, uhcprovider.com <p>uhcprovider.com</p> <ul style="list-style-type: none"> • Check member eligibility, claim status and payments • Claims Reconsideration • Electronic Data Interchange (EDI) information • Video Tutorials, Tools and Resources • View authorizations for MHR and EBP services
Claims Submission*	<p><u>Paper Claim Submission:</u> UnitedHealthcare Community Plan of Louisiana PO Box 31341 Salt Lake City, UT 84131-0341 claims must be submitted within 365 days from the date of service</p>
EDI	Payer ID: 87726 EDI Support: 1-800-210-8315 or email ac_edi_ops@uhc.com . uhcprovider.com/en/resource-library/edi.html?rfid=UHCCP
Electronic Payments & Statements (EPS)/Optum Pay	It's quick and easy, go to Optum Pay . uhcprovider.com > Claims & Payments > EPS/Optum Pay Questions – 1-866-842-3278 , choose option 5

<p>Appeals</p>	<p>UnitedHealthcare Community Plan, Appeals PO Box 31364 Salt Lake City, UT 84131-0364</p>
<p>Care Advocacy</p>	<p>1-866-675-1607</p>
<p>Clinical Criteria, Policies, Guidelines & Manuals</p>	<p>We have adopted clinical criteria based on sound clinical evidence which was developed by nationally recognized organizations. <i>Provider Express</i> > Guidelines/Policies & Manuals > Clinical Criteria, Policies, Guidelines & Manuals</p>
<p>Behavioral Health Utilization Management Guidelines</p> <p><u><i>Assessments and Authorizations</i></u></p> <p>The annual assessment (adults and youth/adolescents), LOCUS, or CALOCUS score sheet must be submitted by using the Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form*.</p> <p>Authorizations for ECT, ACT, Crisis Intervention/Stabilization, and TGH may be requested via email at LA.Beh.auths@uhc.com or by faxing the forms to 1-855-202-7023. For SUD IOP authorizations call 1-866-675-1607.</p> <p>Authorizations for CPST, PSR, FFT, MST, and Homebuilders can be submitted using the Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form*.</p> <p>All authorizations for PRTF, Mental Health Inpatient, Substance Use Inpatient, and Residential Substance Abuse <i>must be</i> requested by calling 1-866-675-1607. Additional details about utilization management guidelines are located in the Louisiana Medicaid Behavioral Health Manual.</p>	<p><u>Prior Authorization is not required for:</u></p> <ul style="list-style-type: none"> • Pharmacologic Management • Individual Psychotherapy • Family Psychotherapy • Group Psychotherapy • Neuropsychological Testing • Crisis Intervention Initial Per Diem <p><u>Prior Authorization is required for:</u></p> <ul style="list-style-type: none"> • Inpatient Psychiatric Hospitalization • Psychosocial Rehabilitation (PSR) • Community Psychiatric Supportive Treatment (CPST) • Multi-Systemic Therapy (MST) • Functional Family Therapy (FFT) • Homebuilders • Psychiatric Residential Treatment Facilities (PRTF) • Inpatient Detoxification • Ambulatory Detoxification • Residential Substance Use • Intensive Outpatient Program • Assertive Community Treatment (ACT) • Peer Support Services • Crisis Stabilization for Adults • Crisis Intervention Follow Up (Must be requested within 7 days of initial crisis) • Therapeutic Group Homes • Electroconvulsive Therapy (ECT) • Psychological Testing (the authorization process is different for Psychological Testing. For details go to <i>Provider Express</i> > Quick Links > Forms > Optum Forms > Frequently Accessed Forms > Optum Psych Testing Request Form (Optum Psych Testing Request Form)) <p><i>*The Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form, and other request forms are located on the Louisiana Resource Page.</i> Go to: <i>Provider Express</i> Home Page > Our Network > State-Specific Provider Information > Louisiana > Authorization Templates</p>