

## Louisiana Medicaid Behavioral Health Services

As you work with UnitedHealthcare Community Plan of Louisiana and Optum Behavioral Health, we recommend you think digital first. When available, digital options are the fastest way to find plan-related information, complete tasks, review claim decisions and receive payments — all without calling, mailing or faxing. You can spend less time on administrative tasks and more time with patients.

### Secure portals and public websites



#### UnitedHealthcare Provider Portal

Go to [UHCprovider.com](https://UHCprovider.com) > [Log in](#) (requires a One Healthcare ID)

Complete the following administrative tasks 24/7:

- Check member eligibility and authorization requirements
- Check claim status and request claim adjustments
- Submit reconsideration and appeal requests

For help accessing the portal, technical issues and changing notification preferences, call UnitedHealthcare Web Support at **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday.

For information on using the portal, visit [UHCprovider.com/training](https://UHCprovider.com/training) > [Digital solutions](#)



#### Optum Behavioral Health Provider Express Portal

To update practice and demographic information, [log in or create a One Healthcare ID](#) to access the Provider Express Portal.

Need technical support? Contact the Provider Express Support Center at **866-209-9320**.



#### Provider Express Website

[Providerexpress.com](https://Providerexpress.com) – no log in required

Find information and resources, including:

- Guidelines and policies (e.g., clinical criteria, reimbursement policies and best practices)
- [Provider toolkits](#)
- Network provider manuals (e.g., National Network Manual)
- Provider Express Video Channel, trainings and webinars
- [Louisiana state page](#): Home > Our Network > State-Specific Provider Information > Louisiana
- Network contacts ([nmLA](#))
- Frequently accessed forms, including the [Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form](#).

## Claim-specific resources



### Claim submissions

Claims must be submitted within 365 days from the date of service 1 of 3 ways:

1. [Electronic Data Interchange \(EDI\)](#). Bill using either EDI 837I (Institutional)/UB04 or EDI 837P (Professional) with **Payer ID 87726**. For EDI support, email [ac\\_ed ops@uhc.com](mailto:ac_ed ops@uhc.com) or call **1-800-210-8315**.
2. **UnitedHealthcare Provider Portal**: Go to [UHCprovider.com](https://UHCprovider.com) > [Log in](#)
3. **Mail**: UnitedHealthcare Community Plan of Louisiana  
PO Box 31341  
Salt Lake City, UT 84131-0341

For additional guidance, please review these [claim tips and resources](#).



### Optum Pay® claim payments

With Optum Pay, claim payments are deposited directly into your bank account as soon as possible. Optum Pay also provides 835 files for providers and facilities. [Learn more](#) about Optum Pay.

- [Enroll online](#) – If you need assistance, call our Web Support team at **1-866-842-3278**, option 5
- **Enroll by phone** – Simply call **1-877-620-6194**, 8 a.m. to 5 p.m. ET, Monday–Friday

### Reconsideration and appeal submissions

Most network providers (individuals and facilities) that provide services to UnitedHealthcare Community Plan of Louisiana (Medicaid) members are required to submit pre- and post-service appeals and post-service reconsiderations/appeals digitally. Review the [Louisiana Medicaid Behavioral Health Manual](#) for submission requirements, processes and timelines. There are 2 ways to submit review requests digitally:

1. [Electronic Data Interchange \(EDI\)](#)
2. **UnitedHealthcare Provider Portal**: Go to [UHCprovider.com](https://UHCprovider.com) > [Log in](#)

Appeals question? Learn more at [UHCprovider.com](https://UHCprovider.com) or call Provider Services at **866-675-1607**.

## Utilization management / Annual assessment



To help determine appropriate care levels and provide a baseline to track clinical changes and outcomes, providers must complete an annual assessment for patients using either the Level of Care Utilization System ([LOCUS](#)) score sheet (adults only) or Child and Adolescent ([CALOCUS](#)) score sheets.

- Submit completed score sheets using the Healthy Louisiana [online mental health rehabilitation](#) request form

For additional information, please review the [Louisiana Medicaid Behavioral Health Manual](#) on [Providerexpress.com](https://Providerexpress.com) > Our Network > State-Specific Provider Information > Louisiana located under Optum Network Manual

## Clinical Criteria



Optum Behavioral Health uses clinical criteria from nationally recognized organizations to make coverage determinations and to inform discussions about evidence-based practices and discharge planning.

- [Review](#) the clinical criteria, guidelines, reimbursement policies and network manuals

## Prior authorizations



Prior authorization is **not required** for:

- Medication Management
- Psychotherapy (individual, family or group)
- Neuropsychological Testing
- Crisis Intervention Initial Per Diem
- Peer Support Services (if 24 units or below)

Authorization **is required** for the following services via the submission process(es) noted:

- **Psychological Testing**
  - **Online:** Complete the Psych Testing [request form](#)
- **Electroconvulsive therapy (ECT), Assertive Community Treatment (ACT), Therapeutic Group Homes (TGH), Adult Crisis Intervention/Stabilization, Crisis Intervention Follow-Up (must be requested within 7 days of initial crisis)**
  - **Email:** [LA.Beh.auths@uhc.com](mailto:LA.Beh.auths@uhc.com)
  - **Fax:** 1-855-202-7023
- **Substance use disorder (SUD) – Ambulatory or Inpatient Detoxification, Inpatient Treatment, Intensive Outpatient Program, Residential Substance Abuse Treatment and Peer Support Services (if exceeding 24 units)**
  - **Call:** 1-866-675-1607
- **Community Psychiatric Supportive Treatment (CPST), Psychosocial Rehabilitation (PSR), Functional Family Therapy (FFT), Multisystemic Therapy (MST) and Homebuilders**
  - **Online:** Complete the Healthy Louisiana [online mental health rehabilitation](#) request form
- **Inpatient Psychiatric Hospitalization, Psychiatric Residential Treatment Facilities (PRTF) and Mental Health Inpatient**
  - **Call:** 1-866-675-1607

## Additional Support



### Provider Services

For questions about credentialing, contracting or fee schedules, call **866-675-1607**, 8 a.m.–5 p.m. ET, Monday–Friday.

### Care Advocacy

For support, call UnitedHealthcare Provider Services **1-866-675-1607**, 7 a.m.–7 p.m. ET, Monday–Friday.

### Interpreter Services

For 24/7 help in 240+ non-English languages and hearing-impaired assistance, call **1-888-225-6056**, Client ID 209677.