



Behavioral Health Provider Quick Reference Guide

Mainstream Medicaid Under 21

Call Center for UnitedHealthcare	1-866-362-3368
After Hours Contact	<p>Available for crisis that do not require emergency response (i.e. ambulance, emergency room, hospitalization)</p> <ul style="list-style-type: none"> • Providers: 1-866-362-3368 select option 8 • Members: 1-800-493-4647 select option 8
Websites & What's Available	<div style="display: flex; justify-content: space-between;"> <div style="width: 48%;"> <p>uhcprovider.com</p> <ul style="list-style-type: none"> • Check member eligibility • Check claim status and payments • Claims Reconsideration • Electronic Data Interchange (EDI) information • Provider Manual • Tools and Resources <p>providerexpress.com</p> <ul style="list-style-type: none"> • New York State page <ul style="list-style-type: none"> ○ New York Medicaid Provider resources children under 21 • 29I Health Care Facilities/VFCA Resources • Demographic Updates • Clinical Guidelines and Policies • PAAN Behavioral Health Guide • Trainings & Resources • Sentinel Events Reporting Form </div> <div style="width: 48%;"> <p>myuhc.com</p> <ul style="list-style-type: none"> • Search for Network doctors, Pharmacies, and Facilities • Access and Print your digital member ID card • Update PCP • Order Replacement member ID card • View benefits <p>liveandworkwell.com</p> <ul style="list-style-type: none"> • Search for Providers in the Network • Confidential Work/Life Resource Center • Offers Interactive Assessments • Medication Database • Self – Help Resources <p>uhccommunityplan.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 </div> </div>
Electronic Claim Submission	<p>Electronic Claim Submission BH (837i): Payer ID 87726</p> <p>EDI Support: 1-800-210-8315 or email: ac_edi_ops@uhc.com</p>

Paper Claims Submission	BH Paper Claims Paper Claim Submission (UB-04): If you are unable to file electronically, follow these tips to ensure smooth processing of your paper claim: <ul style="list-style-type: none"> • Use an original UB-04 Claim Form (no photocopies) • Type information to ensure legibility • Complete all required fields (including ICD indicator and NPI number) Send to: Optum Behavioral Health P.O. Box 30760 Salt Lake City, UT 84130-0760	
Optum Pay – Electronic Payment Solutions	Optum Pay <ul style="list-style-type: none"> • Easy set-up, free to use • Payments deposited into your bank • Simplified claims reconciliation • 24/7 access to your information • Secure payment and remittance advice 	Registering for Optum Pay <ul style="list-style-type: none"> • Go to Optum Pay’s online enrollment portal • Contact Optum Financial Services for assistance: 1-877-620-6194
Appeals	BH Billing Claims Appeals UnitedHealthcare Community Plan Attn: Complaint and Appeals Department P.O. Box 31364 Salt Lake City, UT 84131-0364	BH Utilization Management (UM) Appeals UnitedHealthcare Community Plan Attn: UM Appeals Coordinator P.O. Box 31364 Salt Lake City, UT 84131-0364 Toll Free Appeals Phone: 1-866-556-8166 or TTY-TDD 7 Enrollees/Providers have 60 calendar days from the date of denial to request an appeal
Authorization Requirements	BH Submission of Authorizations & Notifications Electronic Request: Utilize Prior Authorization and Notifications (PAAN) system: uhcprovider.com/paan Telephonic: Toll-free line: 1-866-362-3368 <ul style="list-style-type: none"> • Enter TIN • Select “Care Notifications and Prior Authorizations” 	

	<ul style="list-style-type: none"> • Enter UHC Member ID • Enter Member DOB • Select “Mental Health” • Out-of-Network: Call UHC to build authorization and secure claims payment
Provider Relations	<p>You may also contact Network Management if you have any questions (email strongly preferred):</p> <p>Email: nynetworkmanagement@optum.com</p> <p>Phone: 1-877-614-0484</p>
Provider Manual	<p>Providers can go to: Care Provider for New York Medicaid - UnitedHealthcare Community Plan of New York (uhcprovider.com) www.uhcprovider.com/content/dam/provider/docs/public/admin-guides/comm-plan/NY-UHCCP-Dual-LTC-CHIP-Care-Provider-Manual.pdf</p>
Best Practice Guidelines	<p>We have adopted Best Practice Guidelines, which were developed by nationally recognized organizations. providerexpress.com > Our Network > State Specific Provider Information > New York > Welcome to Optum Network > Best Practice Guidelines</p> <p>For New York specific Clinical Guidelines, please refer to: providerexpress.com > Our Network > State Specific Provider Information > New York > New York Medicaid Provider Resources - Children Under 21 > Clinical Information > New York Children’s Clinical Practice Guidelines</p> <p>Center for Practice Innovation (CPI): Five (5) core trainings are available for children’s behavioral health clinical staff free of charge, through CPI: practiceinnovations.org</p>
Additional Resources	<p>The Managed Care Technical Assistance Center (MCTAC) is a training, consultation, and educational resource for all mental health and substance use disorder providers in New York State: https://www.ctacny.org/tools</p> <p>What’s available:</p> <ul style="list-style-type: none"> • MCO Plan Matrix • Interactive Glossary of Terms • Managed Care Language Guide • Frequently Asked Questions • Sample Instructional Claim Form • Top Denials • RCM Best Practices • Best Billing and RCM Practices for working with MMCPs • 29i billing tool