

New York Behavioral Health News - In This Issue

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Access **Provider Express** for:

- Foster Care provider education [letter](#)
- Keeping your practice [updated](#)
- National news and [updates](#)
- New York [information](#)
- New York licensing [details](#)
- Prior Authorization [information](#)

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UnitedHealthcare Community Plan News

Medicaid provides coverage for the treatment of a gambling disorder when the provider has a NYS OASAS gambling endorsement/credential. Outside of an initial evaluation, services with a primary diagnosis of gambling disorder are not covered for our NY commercial plans. This is a Medicaid only benefit.

Electronic Data Interchange (EDI)

Electronic Data Interchange (EDI) is another way to file electronic claims with Optum. This method is ideal for high volume providers who would like to submit claims in batches right out of their practice management system software.



If you are interested in EDI transactions, Optum can recommend suitable clearinghouse vendors depending upon your needs. For assistance, call **1-800-765-6705** or email inform@optum.com



Customer Service/Intake

Optum Behavioral Health has call centers and teams dedicated to supporting providers serving our members. For resolution on patient inquiries, **please call the Customer Service number on the back of the member's insurance card** for questions regarding:

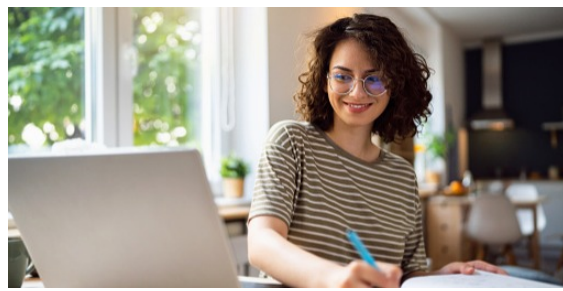
- Claims
- Benefits and Eligibility
- Notifications & Prior Authorizations

Provider Services Line

The Behavioral Health Provider Services Line for providers is **(877) 614-0484**. Representatives can assist you with inquiries related to:



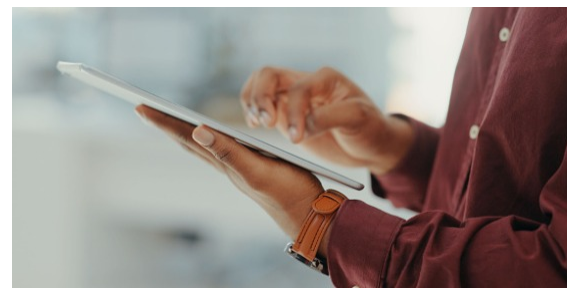
- Credentialing/re-credentialing and Contracting
- Fee Schedules
- Network Status



Training and Resources

The Managed Care Technical Assistance Center (MCTAC) website offers an interactive UB-04 form that walks through the components required to submit a clean claim. The billing tool can be found in the tools section at ctacny.org.

Did you know? Clinicians can access the Live and Work Well member site using guest code "clinician" at Behavioral Health, EAP, WorkLife & Mental Health Services | Live and Work Well



Claim Status - Access Live Chat

Provider Express live chat is available by logging in to the portal and selecting *Claim Inquiry* or *My Submitted Claims*.

On the *Detail* page (above the member's ID), select *Have questions about claim status?* If you cannot locate the claim, then select *Can't find claim status online?* from the inquiry page.

All registered users with access to claims can [sign in](#) using their One Healthcare ID to look up claim status.



Attestation and demographic updates

Providers are required to verify their demographic information listed in the provider directory every 90 days, including languages spoken and cultural sensitivity training attestation.

To change tax identification information number (TIN) or add another location using a different TIN, access the online change [form](#).

Note: If you are unable to submit update requests through Provider Express, you may submit to updatemyinfo@optum.com.