



# Provider Quick Reference Guide

## For 29-I Health Care Facilities/VFCA

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

<p><b>Paper Claims Submission</b></p>	<p><b>BH Paper Claims</b></p> <p><b>Paper Claim Submission (UB-04):</b></p> <p>If you are unable to file electronically, follow these tips to ensure smooth processing of your paper claim:</p> <ul style="list-style-type: none"> <li>• Use an original UB-04 Claim Form (no photocopies)</li> <li>• Type information to ensure legibility</li> <li>• Complete all required fields (including ICD indicator and NPI number)</li> </ul> <p><b>Send to:</b> Optum Behavioral Health P.O. Box 30760 Salt Lake City, UT 84130-0760</p>	<p><b>Medical Paper Claims</b></p> <p><b>Paper Claim Submission (UB-04):</b></p> <p>If you are unable to file electronically, follow these tips to ensure smooth processing of your paper claim:</p> <ul style="list-style-type: none"> <li>• Use an original UB-04 Claim Form (no photocopies)</li> <li>• Type information to ensure legibility</li> <li>• Complete all required fields (including ICD indicator and NPI number)</li> </ul> <p><b>Send to:</b> UnitedHealthcare Community and State PO Box 5240 Kingston, NY 12402</p>
<p><b>Optum Pay – Electronic Payment Solutions</b></p>	<p><b>Optum Pay</b></p> <ul style="list-style-type: none"> <li>• Easy set-up, free to use</li> <li>• Payments deposited into your bank</li> <li>• Simplified claims reconciliation</li> <li>• 24/7 access to your information</li> <li>• Secure payment and remittance advice</li> </ul>	<p><b>Registering for Optum Pay</b></p> <ul style="list-style-type: none"> <li>• Go to Optum Pay’s <a href="#">online enrollment portal</a></li> <li>• Contact Optum Financial Services for assistance: 1-877-620-6194</li> </ul>
<p><b>Appeals</b></p>	<p><b>Medical &amp; BH Billing Claims Appeals</b></p> <p>UnitedHealthcare Community Plan Attn: Complaint and Appeals Department P.O. Box 31364 Salt Lake City, UT 84131-0364</p>	<p><b>Medical &amp; BH Utilization Management (UM) Appeals</b></p> <p>UnitedHealthcare Community Plan Attn: UM Appeals Coordinator P.O. Box 31364 Salt Lake City, UT 84131-0364</p> <p><b>Toll Free Appeals Phone: 1-866-556-8166 or TTY-TDD 7</b></p> <p>Enrollees/Providers have 60 calendar days from the date of denial to request an appeal</p>

<p><b>Best Practice Guidelines</b></p>	<p>We have adopted Best Practice Guidelines, which were developed by nationally recognized organizations. <a href="#">providerexpress.com &gt; Our Network &gt; State Specific Provider Information &gt; New York &gt; Welcome to Optum Network &gt; Best Practice Guidelines</a></p> <p>For New York specific Clinical Guidelines, please refer to: <a href="#">providerexpress.com &gt; Our Network &gt; State Specific Provider Information &gt; New York &gt; New York Medicaid Provider Resources - Children Under 21 &gt; Clinical Information &gt; New York Children’s Clinical Practice Guidelines</a></p> <p><b>Center for Practice Innovation (CPI):</b> Five (5) core trainings are available for children’s behavioral health clinical staff free of charge, through CPI: <a href="#">practiceinnovations.org</a></p>	
<p><b>Authorization Requirements</b></p>	<p><b>BH Submission of Authorizations &amp; Notifications</b></p> <p><b>Electronic Request:</b> Utilize <b>Prior Authorization and Notifications (PAAN)</b> system: <a href="#">uhcprovider.com/paan</a></p> <p><b>Telephonic: Toll-free line: 1-866-362-3368</b></p> <ul style="list-style-type: none"> <li>• Enter TIN</li> <li>• Select “Care Notifications and Prior Authorizations”</li> <li>• Enter UHC Member ID</li> <li>• Enter Member DOB</li> <li>• Select “Mental Health”</li> <li>• Out-of-Network: Call UHC to build authorization and secure claims payment</li> </ul>	<p><b>Medical Submission of Authorizations &amp; Notifications</b></p> <p><b>Electronic Request:</b> Utilize <b>Prior Authorization and Notifications (PAAN)</b> system: <a href="#">uhcprovider.com/paan</a></p> <p><b>Telephonic:</b> Toll-free line: 1-866-604-3267</p>
<p><b>Out-of-Network Providers</b></p>	<p><b>BH Services</b></p> <p>Contact UHC to initiate a Single Case Agreement (SCA) to ensure claims payment</p>	<p><b>Medical Services</b></p> <p>Contact UHC to initiate a Single Case Agreement (SCA) to ensure claims payment</p>
<p><b>Submission of Transmittal Form</b> Effective 7/1/2021</p>	<p><b>Transmittal Forms submit to:</b> <a href="mailto:americhoice_ny_chp@uhc.com">americhoice_ny_chp@uhc.com</a></p> <p>Form must be completed and submitted to UHC <u>within 5 business days</u> of the change</p> <p>For a copy of the State template Transmittal Form, please refer to: <a href="#">providerexpress.com &gt; Our Network &gt; State Specific Provider Information &gt; New York &gt; New York Medicaid Provider Resources - Children Under 21 &gt; 29i Healthcare Facilities/VFCA Resources &gt; Transmittal Form</a></p>	

<b>Foster Care Liaison</b>	<p>Dinaisha Person  Email: Dinaisha.person@uhc.com  nyfostercare@uhc.com  Phone: 1-800-548-6549 x69905  1-855-883-5403</p> <p><b>After Hours Contacts:</b></p> <ul style="list-style-type: none"> <li>• Providers: 1-866-362-3368 select option 8</li> <li>• Members: 1-800-493-4647 select option 8</li> </ul>
<b>Provider Relations</b>	<p>You may also contact Network Management if you have any questions (email strongly preferred):  Email: <a href="mailto:nynetworkmanagement@optum.com">nynetworkmanagement@optum.com</a>  Phone: 1-877-614-0484</p>
<b>Provider Manual</b>	<p>Providers can go to: <a href="http://uhcprovider.com">uhcprovider.com</a> &gt; <b>Quick Links</b> &gt; <b>Health Plans by State</b> &gt; <b>New York Health Plans</b> &gt; <b>UnitedHealthcare Community Plan of New York Homepage</b> &gt; <b>Provider Manual and Administrative Guides</b></p>
<b>Additional Resources</b>	<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: <a href="https://www.ctacny.org/tools">https://www.ctacny.org/tools</a></p> <p>What's available:</p> <ul style="list-style-type: none"> <li>• MCO Plan Matrix</li> <li>• Interactive Glossary of Terms</li> <li>• Managed Care Language Guide</li> <li>• Frequently Asked Questions</li> <li>• Sample Instructional Claim Form</li> <li>• Top Denials</li> <li>• RCM Best Practices</li> <li>• Best Billing and RCM Practices for working with MMCPs</li> <li>• 29i billing tool</li> </ul>