

New York Behavioral Health Provider Quick Reference Guide

Medicaid Mainstream & Wellness4Me (HARP)

Adults 21+

Call Center for UnitedHealthcare	1-866-362-3368
Websites & What's Available	<p>providerexpress.com</p> <ul style="list-style-type: none"> • Guidelines and Policies • Network Manual • Provider Training Materials • Medicaid Audit Tools • Sentinel Events Reporting Form • Prior Authorizations and Notifications (PAAN) Information • Adult BH HCBS Authorization Request <p>uhcommunityplan.com</p> <ul style="list-style-type: none"> • A website for Health Care Professionals, Community Organizations and Members • Directs providers to important state-specific information • Directs you to our secure provider site UnitedHealthcare Online® <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 • Tools and Resources • Tutorials
Claims Submission	<p><u>Paper Claim submission:</u> Optum Behavioral Health P.O. Box 30760 Salt Lake City, UT 84130-0760</p> <p>Claims must be submitted within 120 days from the date of service</p>
EDI	<p>Payer ID: 87726 EDI Support: 1-800-210-8315 or email ac_edi_ops@uhc.com</p>

Electronic Payments & Statements (EPS)	Quick and easy, go to UnitedHealthcare Electronic Payments & Statements : > uhcprovider.com > Claims, Billing & Payments > Electronic Payments & Statements Questions – 1-866-842-3278 , option 5	
Appeals	Provider Claim Appeals: UnitedHealthcare Community Plan Attn: Complaint and Appeals Department P.O. Box 31364 Salt Lake City, UT 84131-0364	Provider Utilization Management (UM) Appeals: UnitedHealthcare Community Plan Attn: UM Appeals Coordinator P.O. Box 31364 Salt Lake City, UT 84131-0364
Best Practice Guidelines	We have adopted Best Practice Guidelines, which were developed by nationally recognized organizations. Provider Express > Guidelines/Policies & Manuals > Best Practice Guidelines	

Authorization Requirements

Services that require authorization and notification include but are not limited to:

- Facility-based care
- Adult Behavioral Health Home and Community Based Services (BH HCBS)
- Continuing Day Treatment (CDT)
- Mental Health Intensive Outpatient Program (MH IOP)
- Assertive Community Treatment (ACT)
- Partial Hospitalization
- Residential substance use treatment

Electronic Prior Authorization, Notifications and Supporting Documentation (e.g., LOCADTR) can be submitted to: [uhcprovider.com](#) > Health Plans by State > New York > UnitedHealthcare Community Plan of New York home page > Prior Authorization and Notification Tool

Health Plans by State can be found under “Quick Links” on [uhcprovider.com](#) home page

Telephonic requests for services that require authorization and notification can be obtained by calling: Toll-free Provider Line (from the back of the Member card): **(866)-362-3368**

- Telephonic requests for services that require authorization and notification can be obtained by calling:
- -Toll-free Provider Line (from the back of the Member card): (866)-362-3368
- -System prompts: "Why are you calling?"
- -Say: "Behavioral Health Authorization" "Prior Authorization"
- -System prompts: "What Type?"
- -Say: "Behavioral Health"
- -System prompts: "What is the Member ID?"
- -Say or enter the Member/Subscriber ID using the phone dial-pad
- -System Prompt: "What's the DOB / MM-DD-YYYY?"
- Say or Enter the Member's DOB using the phone dial pad
- Enter Member UHC ID

- -Enter Member DOB
- -System Prompt: "What Type of Behavioral Health /authorization? "(System will list IP, RTC, PHP, IOP, ABA, Ambulatory Detox, ECT
- Say the service the authorization is needed for.
- -System Prompt: What's the NPI #"
- Say or enter the provider NPI # using the phone's dial-pad

Additional Resources

You may also contact Network Management if you have any questions (email strongly preferred):

Email: **NYNetworkManagement@optum.com**

Behavioral Health Provider Services Phone: **1-877-614-0484**