



UnitedHealthcare Community Plan of Kentucky Expansion

Many Kentucky members will be transitioning to UnitedHealthcare on January 1, 2025.

Overview

On January 1, 2025, we will be welcoming many new UnitedHealthcare Community Plan of Kentucky Medicaid members. Our goal is to make the transition as seamless as possible for you and for them, therefore, we have aligned dedicated resources and infrastructure beginning December 5, 2024, to support this change.

Provider Services



Provider Services is available by phone at **1-877-614-0484** 8am-5pm EST Monday-Friday for assistance with:

- Authorizations
- Eligibility and benefits
- Claims assistance

Provider Express



The Provider Express secure portal is where you will complete transactions with us, including

- Prior authorization request submissions
- Check eligibility and benefits
- Check claim status

[Log in](#) to the Provider Portal using your One HealthCare ID (OHID). New user? [Register](#) for a OHID now.

Open Office Hours



Optum Behavioral Health Solutions will be holding open office hours during the transition to welcome you to our network and answer any questions you may have.

Please [click](#) to join us for weekly virtual office hours:

[UnitedHealthcare Community Plan of Kentucky transition Virtual Office Hours](#)

Every **Wednesday** beginning December 5, 2024
3 pm – 4 pm EST

Weekly office hours will be available through March 27, 2025.

Authorization Requests



Providers seeking authorization for Inpatient, Partial Hospitalization, Residential and IOP services may submit requests by calling **1-800-658-0569** or by signing in to the secure [online portal](#) using a One Healthcare ID (OHID). Don't have a OHID? Get one [now](#).

Retroactive requests (a member has already been discharged) can be submitted to:

Optum Behavioral Health Solutions
Attn: National Appeals Team
P.O. Box 30512
Salt Lake City, UT
84130-0512
Fax: 1-855-312-1470

Claims Assistance



Please contact your Behavioral Health Provider Advocate to receive the PCI spreadsheet that will allow direct submission to the claims team by [email](#).

To file a claim, [log in](#) to the Provider Express secure portal.

For claims assistance, call Provider Services at **1- 877-614-0484**

Discharge Planning



Western, Central and Eastern state hospital facility discharge planning assistance, please [email](#) discharge summaries to care advocacy for assistance

In-network SUD residential treatment facility discharge planning assistance, please [email](#) discharge summaries to care advocacy for assistance

Questions?



[Email](#) Optum Behavioral Health Solutions KY Network Management.