

Intensive Residential Treatment Services covered by UnitedHealthcare Community Plan of Minnesota

Intensive Residential Treatment Services (IRTS) offer a community-based, medically monitored level of behavioral health care for adults. IRTS uses established rehabilitative principles to promote recovery and to develop and achieve psychiatric stability, personal and emotional adjustment, self-sufficiency and other skills that help a client transition to a more independent setting.

Review these resources to learn more about the IRTS program offered by MinnesotaCare, and how to work with Optum Behavioral Health to provide care to UnitedHealthcare Community Plan members who need these services.



Program Background

The Minnesota Department of Human Services outlines program requirements and reimbursement:

- [Overview, covered services and eligibility](#) (member and provider)
- How to [become an IRTS provider](#)
- Contracted [IRTS providers and reimbursement rates](#) for covered services
 - If you are not receiving the correct IRTS reimbursement rate, please contact your [Provider Advocate](#)

Patient Support



Interpreter Services

Call the Language Interpretation Line 24/7 at 1-888-225-6056 for help with more than 240 non-English languages and hearing-impaired services. (Client ID 209677)

Optum Behavioral Health Resources



Contracting Status

There are two options to verify if a provider is currently contracted to offer IRTS:

- Contact your assigned Provider Advocate to verify network status, or
- Call the Behavioral Health Provider Services Line at 1-877-440-9946



Prior Authorization Requirements

Providers must obtain authorization from Optum Behavioral Health before IRTS are rendered.

- To request prior authorization, call 1-877-440-9946.
- If you've rendered services without a prior authorization, please call Optum Behavioral Health for instructions on requesting a retrospective review/authorization.



Provider Express Secure Portal

Providerexpress.com > Log-In (requires One Healthcare ID)

The Provider Express secure portal is a self-service tool – available 24/7 – to help you complete administrative tasks when it's most convenient for you. Through the portal, you can: :

- Check member eligibility and authorization requirements
- Update practice and provider demographic information
- Register for Optum Pay, including Electronic Funds Transfer (EFT)
- Check claim status and make claim adjustment requests
- Submit reconsideration and appeal requests

Need help? Contact the Provider Express Support Center at 1-866-209-9320.



Claim Submissions via Electronic Data Interchange (EDI)

All claims should be billed using EDI 837P with Payer ID 87726.

- **Box 33:** Use your Type II NPI number
 - The Rendering Provider Type I NPI should not be used to bill for IRTS claims
- **Approved billing codes**
 - HCPC H0019 is the Intensive Residential Treatment Services contracted code
 - While you may bill Revenue Code 1001 on a claim submitted to Optum, this code is reimbursed directly by the Minnesota Department of Human Services
- **Service location:** The location listed on the claim must have a fully executed facility contract with Optum for IRTS.
- **State approval:** Providers must be an approved IRTS provider with the Department of Human Services before they can submit a claim for services rendered.
- **More information**
 - [Optum EDI overview and resources](#)
 - [Claim entry using the Provider Express secure portal](#)



Behavioral Health Provider Relations

Find the name and contact information for your Provider Advocate and other network staff on the [Minnesota resource page](#) for Optum Behavioral Health.



Provider Services

Call **1-877-440-9946** if you have additional questions.