

## UnitedHealthcare Community Plan of Minnesota

A resource for Targeted Case Management (TCM) providers working with UnitedHealthcare Community Plan of Minnesota and MinnesotaCare families and children.



Available 24/7

### The Secure Provider Express Portal Requires a OneHealthcare ID

- Submit and check claim status
- Make claim adjustment requests
- Check eligibility and authorization requirements
- Update practice information
- Register for Optum Pay, including Electronic Funds Transfer (EFT)

Need a OneHealthcare ID? [Register now](#)

Sign in

### Provider Services

Call for assistance with:

- Benefits and eligibility
- Claim decisions
- Billing
- Forms required for services
- Clinical care models and prior authorization



1-877-440-9946



### Behavioral Health Provider Relations

[Click](#) to connect with a Network Management resource.



### Electronic Data Interchange (EDI) claims

To submit claims using EDI, use Payer ID 87726.



### Electronic Payments & Statements (EPS)

Call 1-877-620-6194 or visit us online

[UnitedHealthcare Provider Claims, Billing and Payments](#) or [Optum Behavioral Health Electronic Claim Submission and Electronic Data Interchange](#).



### Interpreter Services: Language Interpretation Line

1-888-225-6056 Client ID 209677

Call 24/7 for help with more than 240 non-English languages and hearing-impaired services.



## Frequently Asked Questions

**Q: What does TCM stand for?**

A: Targeted Case Management.

**Q: What Services are in scope for a TCM Provider?**

A: [Mental Health - Adult Mental Health Targeted Case Management \(AMH-TCM\)](#) and [Children's Mental Health Targeted Case Management \(CMH-TCM\)](#).

**Q: Where do I find my reimbursement rate as a TCM Provider?**

A: [Mental Health Codes and Maximum Adjusted FFS Rate by Date of Rate Change](#).

**Q: Where can I find information about providing TCM?**

A: [Department of Human Services Mental Health - Adult Mental Health Targeted Case Management \(AMH-TCM\) and Children's Mental Health Targeted Case Management page](#).

**Q: Is Prior Authorization required for TCM?**

A. No. Prior Authorization is not required for TCM. For up to date prior authorization information please visit the Optum Behavioral Health Prior Authorization and Notification [page](#) on Providerexpress.com.

**Q: Are there service limitations for TCM?**

A. TCM is allowed for 1 session per month. For more information, visit the [Department of Human Services Mental Health - Adult Mental Health Targeted Case Management \(AMH-TCM\) and Children's Mental Health Targeted Case Management page](#).

**Q: How should I bill my TCM claims to be reimbursed correctly.**

A: All claims should be billed on the 837p form. For more information, please refer to your participating agreement or reach out to your assigned [Provider Advocate](#).

TCM should be billed using T2023 or T1017 For Indian Health Services.

For appropriate TCM billing modifiers please visit the [Department of Human Services Mental Health - Adult Mental Health Targeted Case Management \(AMH-TCM\) and Children's Mental Health Targeted Case Management page](#).

For additional information, please visit the following helpful resources:

Provider Express Training [page](#).

Provider Express Video [channel](#).

Welcome Minnesota [page](#).

**Q: How do I know if I am contracted to provide TCM?**

A: To verify if a provider is currently contracted for the United Healthcare Community Plan of Minnesota please call the Provider Services Line at **1-877-440-9946** or contact your assigned provider advocate for more information on network status.

**Q: What United Healthcare Lines of business can a contracted TCM Provider bill for and receive reimbursement?**

A: UnitedHealthcare Community Plan of Minnesota Medicaid.

**Q: How are the rates determined for TCM?**

A. TCM rates are determined by DHS which determines rates based on the county.

**Q: Who do I contact if I am not receiving the correct reimbursement rate for TCM?**

A: Please contact your assigned [Provider Advocate](#).