

Behavioral Health Services covered by UnitedHealthcare Community Plan of Minnesota

Here is a quick reference guide with information and resources for working with UnitedHealthcare Community Plan of Minnesota and the MinnesotaCare program.

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



Provider Express Secure Portal

[Providerexpress.com](https://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.



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.



Provider Express Website

[Providerexpress.com](https://providerexpress.com) – no log-in required

The Provider Express website has information and updates to help providers and Optum Behavioral Health work together – from changes in administrative processes and state-specific information, to product-specific news and other topics. Visit the site to review:

- Behavioral health toolkits
- Network provider manuals and frequently accessed forms
- Clinical guidelines and protocols
- Reimbursement policies
- State-specific pages



Claim Submissions via Electronic Data Interchange (EDI)

All claims should be billed using either EDI 837I (Institutional) / UB04 or EDI 837P (Professional) with Payer ID 87726.

For additional guidance on claim submissions, please review these resources:

- [Claim tips and resources](#)
- [How to submit claims using the Provider Express secure portal](#)
- [Guide to claim inquiries and claim adjustments](#)



Sample Member ID Cards

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements

United Healthcare
Community Plan

Health Plan (00840) 911-87726-04

ID: 001500007 Grp: MNHCP

Name:
NEW M SPANISH
PMID: 999999997
PCP:
DOUGLAS GETWELL
PCP Phone: (717)851-6816

Payer ID: 87726

OPTUMRx
RxBN: 610484
RxCat: ACUMN
RxCN: 4846

Svc Type: MedicalRX

0801 Care Type: Families & Children Medical Assistance
Administered by UnitedHealthcare of Illinois, Inc.

In an emergency go to nearest emergency room or call 911. Please (00001)

This card does not guarantee coverage. Authorization is not required for emergency care. For verification of services call your PCP. To verify eligibility and benefit information, view claims, or to find a provider, call the customer service number below or visit the website www.uhc.com/memberplan.

For Customer Service: 888-269-5410 TTY 711
Nurseline: 800-718-9066
Complaints, Appeals & Grievances: 888-269-5410
State Ombudsman: 800-657-3728

For Providers: UHCprovider.com 877-440-9946
Medical Claims: PO Box 5270, Kingston, NY, 12402-5270
Precertification & Utilization Review: 877-440-9946

Pharmacy Claims: OptumRx, PO Box 650334, Dallas, TX 75265-0334
For Pharmacists: 844-495-8038

United Healthcare
Community Plan

Health Plan (00840) 911-87726-04

ID: 001500007 Grp: MNHCP

Name:
NEW M SPANISH
PMID: 999999997
PCP:
DOUGLAS GETWELL
PCP Phone: (717)851-6816

Payer ID: 87726

OPTUMRx
RxBN: 610484
RxCat: ACUMN
RxCN: 4846

Svc Type: MedicalRX

0801 Administered by UnitedHealthcare of Illinois, Inc. Care Type: MyLegacyCare

In an emergency go to nearest emergency room or call 911. Please (00001)

This card does not guarantee coverage. Authorization is not required for emergency care. For verification of services call your PCP. To verify eligibility and benefit information, view claims, or to find a provider, call the customer service number below or visit the website www.uhc.com/memberplan.

For Customer Service: 888-269-5410 TTY 711
Nurseline: 800-718-9066
Complaints, Appeals & Grievances: 888-269-5410
State Ombudsman: 800-657-3728

For Providers: UHCprovider.com 877-440-9946
Medical Claims: PO Box 5270, Kingston, NY, 12402-5270
Precertification & Utilization Review: 877-440-9946

Pharmacy Claims: OptumRx, PO Box 650334, Dallas, TX 75265-0334
For Pharmacists: 844-495-8038