Optum | United Healthcare Community Plan

Provider Quick Reference Guide
Mississippi Medicaid

Call Center for UnitedHealthcare	1-866-675-1607
Websites & What's Available? Please visit the following link for State of MS specific resources. providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wMS.html	**providerexpress.com** • Demographic Updates • Clinical Criteria and Guidelines • Recovery & Resiliency Toolkit • Behavioral Health Toolkit for Medical Providers • Network Manual • Reimbursement Policies • Optum Video Channel, Trainings and Webinars • Mississippi Resource Page: Home Page > Our Network > Click here for state specific information > Mississippi **uhccommunityplan.com** • A website for Health Care Professionals, Community Organizations, and Members • For providers the links will direct you to important information in your state • Directs you to our secure provider site, uhcprovider.com providerexpress.com • Registered users can access the following: • Check member eligibility, claim status and payments • Claims Reconsideration • Electronic Data Interchange (EDI) information • Video Tutorials, Tools and Resources • View authorizations for MHR and EBP services
Claims Submission	**Paper Claims Submission:** Optum P.O. Box 30757 Salt Lake City, UT 84130-0757 **Appeals and Grievances:** UnitedHealthcare Community Plan Appeals and Grievances P.O. Box 31364 Salt Lake City, UT 84131-0364
EDI	Payer ID: 87726 EDI Support: **1-800-842-1109** or email ac_edi_ops@uhc.com uhcprovider.com/en/resource-library/edi.html?rfid=UHCCP
Electronic Payments (Optum Pay)	It's quick and easy, go to UnitedHealthcare Electronic Payment Options (uhcprovider.com) > Claims & Payments > Digital Payment Options Questions – **1-877-620-6194**
NET (Non-Emergent Transportation)	Non-Emergency Transportation is available for CAN members to and from Medicaid covered non-emergency services. To schedule a ride, the member or their representative will need to call MTM at least 3 business days before the appointment. You can reach MTM by calling: **1-844-525-3085.**

Care Advocacy	**1-866-675-1607**
STEM Team	**1-855-469-7622**
Fraud, Waste and Abuse/Payment Integrity	Please visit our provider website for Fraud Waste and Abuse/Payment Integrity PNI-Fraud, Waste and Abuse or call **1-877-972-8844** for the PNI dept.
Behavioral Health Utilization Management Guidelines *Assessments and Authorizations* Please visit uhcprovider.com to view the Prior Authorization list, access forms, and access the provider directory or call the customer service line **1-877-743-8734.** There are no diagnostic exclusions for MSCAN members. Treatment for substance use is covered as a primary or secondary diagnosis to a primary mental health diagnosis. Please see MSCAN Dept of Medicaid Administrative Code for additional requirements: Medicaid.ms.gov/provider/administrative-code.com All authorizations for PRTF, Mental Health Inpatient, Substance Use Inpatient, and Residential Substance Use *must be* requested by calling **1-877-743-8734**. Additional details about utilization management guidelines are located in the Mississippi Medicaid Behavioral Health Manual.	**Prior Authorization is not required for:** • Pharmacologic Management • Individual Psychotherapy • Family Psychotherapy • Group Psychotherapy • Crisis Intervention Initial Per Diem • Psychosocial Rehabilitation (PSR) • Community Psychiatric Supportive Treatment (CPST) • Day Treatment • Peer Support Services • Case Management/Targeted Case Management • Outpatient Electroconvulsive Therapy (ECT) **Prior Authorization is required for:** • Inpatient Psychiatric Hospitalization • Inpatient Detoxification • Crisis Residential Services • Psychiatric Residential Treatment Facilities (PRTF) • Residential Substance Use • Partial Hospitalization Program (PHP) • Neuropsychological Testing • MYPAC Services **(see below)** • Intensive Outpatient Program (ICORT) **(see below)** • Assertive Community Treatment (ACT) **(see below)** **MYPAC/ICORT/ACT** (the authorization process is different for these three services. For details go to Provider Express > Our Network > State Specific Provider Information > Mississippi > MS Prior Authorization Information and Resources) • Psychological Testing (the authorization process is different for Psychological Testing. For details go to Provider Express > Quick Links > Forms > Optum Forms – Clinical > Optum Psych Testing Request Form) Please visit providerexpress.com to update provider practice information or call the Provider Services Line at **1-877-614-0484.**