

North Carolina Medicaid Overview

Discover tools and resources that support your work with UnitedHealthcare Community Plan. They're designed with you in mind, so you'll save time and complete administrative tasks quickly and easily.

Have questions? We have answers

It may feel overwhelming to navigate doing business with UnitedHealthcare Community Plan and Optum Behavioral Health. It doesn't have to be. Learn how to make your transactions with us simple, effective and efficient.

Who should attend

Sessions are open to anyone – whether you're a new provider or have been working with us for a while and just need a refresher. Sessions may be most beneficial to:

- Independent clinicians
- Admin staff (billing, prior auths, credentialing, etc.)
- Office and hospital managers

What will be covered?

Working electronically with Optum 24/7

- Create a Provider Express secure portal account to:
 - Review member eligibility and benefits
 - Verify services requiring authorization/notification
 - Submit claims and check status
- Set up electronic payments
- Find online information, tools and training resources

Claims and billing

- Review reimbursement policies
- Improve the speed of claim processing
- Minimize denials and receive accurate payments

Helpful resources

- Network provider manuals for UnitedHealthcare Community Plan
- North Carolina Medicaid Supplemental Clinical Criteria

Register Today

**1 hour of your time =
Many hours saved**

**Click to register for a session
that fits your schedule.**

Wednesdays, 11 a.m. ET

[April 15, 2026](#)

[May 20, 2026](#)

[June 17, 2026](#)

[July 15, 2026](#)

[Aug. 19, 2026](#)

[Sept 16, 2026](#)

[Oct. 21, 2026](#)

[Nov. 18, 2026](#)

[Dec. 16, 2026](#)



Need Assistance?

Contact Provider Services:

1-877-614-0484

8 a.m. – 8 p.m., Monday – Friday

Together, we can make healthcare better for everyone.