

# Behavioral Health Quick Reference Guide

North Carolina Medicaid

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## Overview

The following guide provides you with helpful resources you need as an Optum/UnitedHealthcare Community Plan provider for North Carolina Medicaid members.

## Call Center for UnitedHealthcare

Call 1-800-638-3302 for the following:

- Appeals and Grievances
- Claims
- Coordination of Benefits
- Billing concerns
- Care Coordination

## Websites and what's available

### [Providerexpress.com](#):

- New provider orientation "Navigating Optum" viewable on demand
- Network manual
- Demographic updates
- Guidelines/policies and manuals
- Clinical resources
- Clinical criteria
- Administrative resources
- Recovery and resiliency toolkit
- Video channel
- Webinars/training resources
- North Carolina Resource Page: [Welcome North Carolina \(providerexpress.com\)](#)

### [UHCprovider.com](#)

- State-specific health plan information
- Check member eligibility
- Check claim status and payments
- Claims reconsideration
- Electronic Data Interchange (EDI) information
- Tools and resources
- Tutorials

## Claims submissions

### EDI

- Claims Payer ID: 87726
- EDI Support: **1-800-210-8315** or email [ac\\_edi\\_ops@uhc.com](mailto:ac_edi_ops@uhc.com)

### Optum Pay

It's quick and easy. Go to [uhcprovider.com](https://uhcprovider.com) > Claims & Payments > Optum Pay, option 5  
Questions: **1-866-842-3278**

### Paper claims

EDI and Optum Pay are the most streamlined ways to submit claims and receive payment. If there is a need to submit paper claims, they must be submitted within 365 days from the date of service.

### Clinical appeals

#### UnitedHealthcare Community Plan

Attn: Grievances and Appeals Unit  
P.O. Box 31364  
Salt Lake City, UT 84131-0364

#### Prior authorization is required for:

- Inpatient behavioral health services
- Partial hospitalization
- Non-hospital medical detoxification
- Medically supervised or alcohol drug abuse treatment center (ADATC) detoxification crisis stabilization
- Early Periodic Screening Diagnosis, and Treatment (EPSDT) services
- Research-based behavioral health therapy (RB-BHT)
- Peer Support (As of Jan. 1, 2024)
- Substance abuse Intensive outpatient (SAIOP)- after initial 30 calendar days of treatment
- Substance abuse comprehensive outpatient treatment (SACOT) after initial 60 days

### Provider enrollment

Please click the link below to notify us of your intent to join the NC PHP Medicaid Network:

[nc\\_net\\_mgmt@optum.com](mailto:nc_net_mgmt@optum.com)

### Provider escalated issues

- Call **1-877-614-0484**
- Fax: **1-855-228-3939**

