

UnitedHealthcare Community Plan of Minnesota

Behavioral Health Quick Reference Guide

Here is a quick reference guide that provides information and resources for working with UnitedHealthcare Community Plan of Minnesota Families and Children and MinnesotaCare.



Provider Express

www.providerexpress.com

Provider Express is your primary resource for claim submittal, practice updates, information about new initiatives and programs, finding guidelines, manual(s), newsletters, etc.

Available 24 hours a day / 7 days a week

- Through secure [Transactions](#) (requires One Healthcare ID):
 - Submit and check status of claims
 - Make claim adjustment requests
 - Check member eligibility and authorization requirements
 - Update practice information
 - Register for Optum Pay™, including Electronic Funds Transfer (EFT)
- Provider Express Support Center: 1-866-209-9320



Provider Services

Call **877-440-9946** to answer questions regarding:

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

Tip: You can also get answers at UHCprovider.com/MNcommunityplan.



Behavioral Health Provider Relations

minnesotabhproviderrelations-app@optum.com



EDI Claims

To submit claims using EDI, use Payer ID 87726.



Electronic Payments & Statements (EPS)

Call **877-620-6194**

Or go to UHCProvider.com > Claims and Payments > Electronic Payments Solutions



Interpreter Services

Language Interpretation Line: Call **888-225-6056** Client ID **209677**, 24/7 for help with more than 240 non-English languages and hearing-impaired services.



Care Provider Manual

You'll find information in our care provider manual at UHCprovider.com/guides.

If you have questions, please contact your physician advocate, provider relations or network management representative at UHCprovider.com > Contact Us > **Network Contact**.



Sample ID cards


United Healthcare
 Community Plan
 Health Plan (00840) 911-87726-04
 ID: 001500007 Grp: MNHCP
 Name: NEW M SPANISH
 PM#: 999999997
 PCP: DOUGLAS GETWELL
 PCP Phone: (717)851-6816
 Svc Type: MedicalRX
 0591
 Payer ID: 87726

 RxIn: 610494
 RxGrp: ACUMN
 RxPCN: 4846
 Care Type: Families & Children Medical Assistance
 Administered by UnitedHealthcare of Illinois, Inc.

In an emergency go to nearest emergency room or call 911. Form: 05/2017

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

For Customer Service: 888-269-5410 TTY 711
 Nurseline: 800-718-9066
 Complaints, Appeals & Grievances: 888-269-5410
 State Ombudsman: 800-657-3729
 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


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 RxPCN: 4846
 Care Type: MinnesotaCare
 Administered by UnitedHealthcare of Illinois, Inc.

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