


# New Jersey Developmental Services Provider Quick Reference Guide

<b>Call Center/Claims Customer Service</b>	<b>1-888- 362-3368</b>
<b>Websites &amp; What's Available</b>	<p><a href="http://providerexpress.com">providerexpress.com</a></p> <ul style="list-style-type: none"> <li>• New Provider Orientation “Navigating Optum” viewable on demand</li> <li>• Network Manual</li> <li>• Demographic Updates</li> <li>• <a href="#">Guidelines/Policies</a></li> <li>• Administrative Resources</li> <li>• Recovery &amp; Resiliency Toolkit</li> <li>• Video Channel</li> <li>• Best Practices Guidelines</li> <li>• Webinars/Training Resources</li> </ul> <p><a href="http://uhcprovider.com">uhcprovider.com</a></p> <ul style="list-style-type: none"> <li>• State-specific health plan information</li> <li>• Check member eligibility</li> <li>• Check claim status &amp; payments</li> <li>• Claims Reconsideration</li> <li>• Electronic Data Interchange (EDI) information</li> <li>• Tools &amp; Resources</li> <li>• Tutorials</li> </ul>
<b>Provider is Responsible For:</b>	<ul style="list-style-type: none"> <li>• Verifying enrollee eligibility &amp; benefits</li> <li>• Being familiar with Developmental Services specific guidelines on our website:</li> <li>• <a href="#">New Jersey Medicaid Supplement</a></li> <li>• Being familiar with the <a href="#">OHBS-NJ Network Manual</a> located on our website:</li> </ul> <p><i>provider express.com &gt; Guidelines / Policies &amp; Manuals</i></p>

<p><b>How to Verify Benefits</b></p>	<ul style="list-style-type: none"> <li>• Verify benefits either online or call the number on the member's ID card</li> </ul>
<p><b>Claims Submission</b></p>	<p><b>Paper Claim submission:</b>  UHC Community Plan Attn: Claims Dept.  P.O. Box 5250  Kingston, NY 12402</p> <p>Claims must be submitted within 180 days from the date of service</p>
<p><b>EDI</b></p>	<p>Claims Payer ID: 87726  Electronic Remittance Advice (ERA) Payer ID: 86047  EDI Support: <b>1 - 800- 210- 8315</b> or email <a href="mailto:ac_edi_ops@uhc.com">ac_edi_ops@uhc.com</a></p>
<p><b>Electronic Payments &amp; Statements (EPS)</b></p>	<p>It's quick and easy, go to <a href="http://uhcprovider.com">uhcprovider.com</a> &gt; Claims &amp; Payments &gt; Electronic Payments &amp; Statements  Questions: <b>1 - 866- 842-3278</b>, option 5</p>
<p><b>Clinical Appeals</b></p>	<p><b>NJ FamilyCare:</b>  Optum  Appeals &amp; Grievances  P.O. Box 30512  Salt Lake City, UT 84130-0512</p>
<p><b>Developmental Services Clinical Policy</b></p>	<p><a href="#">New Jersey Medicaid Supplemental Clinical Criteria</a></p>
<p><b>Developmental Services Network Management Contact</b></p>	<p><b>Provider Service Line: 1- 877 - 614 - 0484</b>  <b>Caity Wadsworth, Network Manager: <a href="mailto:Catherine.Wadsworth@optum.com">Catherine.Wadsworth@optum.com</a></b></p>
<p><b>Member ID Card</b></p>	 <p>The image shows a Member ID Card for UnitedHealthcare Community Plan. The card includes the following information:</p> <ul style="list-style-type: none"> <li><b>UnitedHealthcare Community Plan</b> logo and Health Plan (80940) 911-86047-08</li> <li><b>Member ID:</b> 999999999 <b>Group Number:</b> NJFAMCAR</li> <li><b>Member:</b> SUBSCRIBER BROWN <b>Payer ID:</b> 86047</li> <li><b>PCP Name:</b> DR. PROVIDER BROWN <b>PCP Phone:</b> (999)999-9999</li> <li><b>OPTUMRx</b> logo with Rx Bin: 610494, Rx Grp: AMNJ, Rx PCN: 9999</li> <li><b>Member Services/ Dental/Vision:</b> 1-800-941-4647 TTY 711</li> <li><b>In an emergency, go to nearest emergency room or call 911.</b></li> <li><b>For Providers:</b> www.uhccommunityplan.com 1-888-362-3368</li> <li><b>Medical Claims:</b> PO Box 5250, Kingston, NY, 12402-5250</li> <li><b>Pharmacy Claims:</b> OptumRx, PO Box 29044, Hot Springs, AR 71903</li> <li><b>For Pharmacists:</b> 1-877-305-8952</li> </ul>