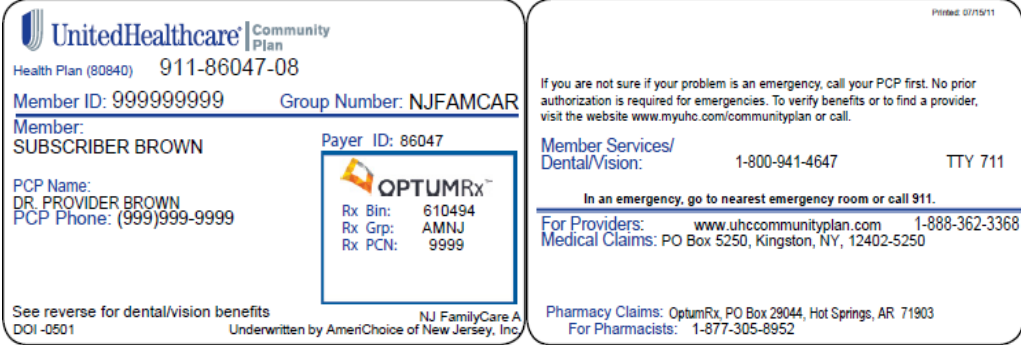


## New Jersey Developmental Services Provider Quick Reference Guide

<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:             <div style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <ul style="list-style-type: none"> <li>• <a href="#">New Jersey Medicaid Supplemental</a></li> </ul> </div> </li> <li>• Being familiar with the <a href="#">OHBS-NJ Network Manual</a> located on our website: <i>provider express.com &gt; Guidelines / Policies &amp; Manuals</i></li> </ul>

<b>How to Verify Benefits</b>	<ul style="list-style-type: none"> <li>• Verify benefits either online or call the number on the member's ID card</li> </ul>
<b>Claims Submission</b>	<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>
<b>EDI</b>	<p>Claims Payer ID: 87726</p> <p>Electronic Remittance Advice (ERA) Payer ID: 86047</p> <p>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>
<b>Electronic Payments &amp; Statements (EPS)</b>	<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</p> <p>Questions: <b>1 - 866 - 842-3278</b> , option 5</p>
<b>Clinical Appeals</b>	<p><b>NJ FamilyCare:</b></p> <p>Optum  Appeals &amp; Grievances  P.O. Box 30512  Salt Lake City, UT 84130-0512</p>
<b>Developmental Services Clinical Policy</b>	<div style="border: 1px solid black; padding: 5px; text-align: center;"> <a href="#">New Jersey Medicaid Supplemental Clinical Criteria</a> </div>
<b>Developmental Services Network Management Contact</b>	<p><b>Provider Service Line: 1- 877 - 614 - 0484</b></p> <p><b>Caity Wadsworth, Network Manager:</b>  <a href="mailto:Catherine.Wadsworth@optum.com">Catherine.Wadsworth@optum.com</a></p>
<b>Member ID Card</b>	 <p>The image shows a Member ID Card for UnitedHealthcare Community Plan. Key information includes: Health Plan (80840) 911-86047-08, Member ID: 999999999, Group Number: NJFAMCAR, Member: SUBSCRIBER BROWN, Payer ID: 86047, PCP Name: DR. PROVIDER BROWN, PCP Phone: (999)999-9999. It also features an OPTUMRx logo with Rx Bin: 610494, Rx Grp: AMNJ, and Rx PCN: 9999. Contact information for dental/vision (1-800-941-4647), medical claims (www.uhccommunityplan.com, 1-888-362-3368), and pharmacy claims (OptumRx, PO Box 29044, Hot Springs, AR 71903, 1-877-305-8952) is provided. The card is dated 07/15/11 and includes a disclaimer: 'If you are not sure if your problem is an emergency, call your PCP first. No prior authorization is required for emergencies. To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.'</p>