


UnitedHealthcare Community Plan of Ohio ABA Program Quick Reference Guide

<p>ID Card</p>	
<p>Clinician is Responsible for</p>	<ul style="list-style-type: none"> • Verifying benefits/eligibility online at providerexpress.com or call the Behavioral Health number located on the back of the Member's ID card • Obtaining authorization as necessary • Being familiar with the Network Manual located on our web site: providerexpress.com > Guidelines / Policies & Manuals > Network Manual
<p>Prior Authorization</p>	<p>All autism services require prior authorization:</p> <ul style="list-style-type: none"> • Verify benefits/eligibility online at providerexpress.com or call the Behavioral Health number located on the back of the Member's ID card • Prior Authorization can be obtained via Treatment Authorization Request Form and submitted either: <ul style="list-style-type: none"> ○ Online at optumpeeraccess.secure.force.com/ABAtreatment/ ○ Or via fax at 1-888-541-6691
<p>Claims Paper Submission</p>	<p>Mail paper claims to:</p> <ul style="list-style-type: none"> • UnitedHealthcare Community Plan, P.O. Box 8207 Kingston, NY 12402 • All autism provider services must be billed on a Form 1500 • Submission should occur within 365 days of date of service
<p>Electronic Submission</p>	<p>Submit claims online through:</p> <ul style="list-style-type: none"> • providerexpress.com • Payer ID for submitting claims is 88337
<p>Claim Status</p>	<p>Claims status can be obtained by calling Customer Service Center:</p> <ul style="list-style-type: none"> • 1-800-600-9007 • Or through the web portal at providerexpress.com
<p>Claim Appeals</p>	<p>Claim appeals process:</p> <ul style="list-style-type: none"> • Process for appeal will be detailed in the Member's Rights Enclosure which accompanies the Explanation of Benefit (EOB) denial notice sent to the Provider and the Member • Appeals must be requested within 30 calendar days from receipt of the notice of noncoverage determination
<p>Update Practice Info</p>	<p>You can update your practice information by contacting your designated Autism Network Manager.</p>
<p>Disclaimer</p>	<p>Information contained herein is subject to change. Please contact your Network Manager with any questions.</p>
<p>Network Management</p>	<p>Stepheni Rens, Specialty Network Manager Email: stepheni.rens@optum.com</p>