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| Mental Health Medi-Cal Expansion | Effective 10/1/2017, OptumHealth Behavioral Solutions of California will be managing the behavioral health benefits for UnitedHealthcare Community Plan of California, Inc., offering a Medi-Cal managed care program in your area. | |
| Beneficiaries | UnitedHealthcare Community Plan of CA, Inc. Medi-Cal Managed Care Members | |
| Benefits | Optum is managing outpatient mental health service benefits for members with <i>mild to moderate</i> or non-SMI/SED diagnosis, who do not qualify for Specialty Mental Health services covered by the County. The following benefits are available through the expanded Medi-Cal Managed Care Plan: <ul style="list-style-type: none"> • Individual and group mental health evaluation and treatment (psychotherapy) • Psychological testing to evaluate a mental health condition • Outpatient services for the purposes of monitoring medication treatment • Psychiatric consultation | |
| Provider is Responsible for: | <ul style="list-style-type: none"> • Verifying enrollee eligibility & benefits • Obtaining authorization as necessary • Review the UHC Community Plan of CA Provider Administrative Guide, located at UHCCommunityPlan.com > For Healthcare Providers > California • Being familiar with the Network Manual located on our website, providerexpress.com > Guidelines/Policies/Manuals > | |
| How to Verify Benefits and Obtain Authorizations: | <ul style="list-style-type: none"> • Call the number on the member's ID card and after verification of behavioral health benefits, an Optum Care Advocate will provide appropriate authorizations, if needed | |
| Contact Information | | |
| UHC Community Plan of CA, Inc. Members & Providers | <ul style="list-style-type: none"> • Phones are answered 7am-7pm PST (After Hours - County Crisis Line*) • Claims, Eligibility & Coordination of Care Issues | Phone: 1-866-270-5785 |
| Language Assistance Program | 1-866-270-5785 | |
| Hearing & Speech Impaired Line | 1-800-842-9489 (TTY) | |
| Wellness Assessment Forms | Wellness Assessments PO Box 27430 Houston, TX 77277 | Phone: 1-877-369-2198 Fax: 1-800-985-6894 |
| Behavioral Network Services | OptumHealth Behavioral Solutions of California PO Box 880609 San Diego, CA 92168-0609 | Phone: 1-877-614-0484 Fax: 1-855-833-3724 |

Quick Reference Guide for Providers Serving UnitedHealthcare Community Plan of CA Beneficiaries (continued)

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| <p>Provider Website: providerexpress.com</p> <p>Support Line: 1-866-209-9320</p> | <ul style="list-style-type: none"> • Available 24/7 • Secure Transactions & Communications • Clinical Criteria • OHBS-CA Network Manual • Claim Tips • Provider Newsletters • Forms • And much more! | |
| <p>Claim Submission</p> | <p>We recommend that claims be submitted electronically at:</p> | <p>If you are unable to file electronically, UHC Community Plan of CA, Inc claims should be sent to:</p> |
| | <p>Providerexpress.com</p> | <p>UnitedHealthcare Community Plan PO Box 30884 Salt Lake City, UT 84130-0884</p> |
| <p>Medi-Cal Specialty Mental Health Services</p> | | |
| <p>*County Behavioral Health Services & Substance Use Treatment Referrals</p> | <ul style="list-style-type: none"> • San Diego Access & Crisis Line | <p>Phone: 1-888-724-7240 optumsandiego.com</p> |