

## New York Behavioral Health Provider Quick Reference Guide Medicaid Mainstream & Wellness4Me (HARP) Adults 21+

<b>Call Center for UnitedHealthcare</b>	<b>1-866-362-3368</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>• Guidelines and Policies</li> <li>• Network Manual</li> <li>• Provider Training Materials</li> <li>• Medicaid Audit Tools</li> <li>• Sentinel Events Reporting Form</li> <li>• Prior Authorizations and Notifications (PAAN) Information</li> <li>• Adult BH HCBS Authorization Request</li> </ul> <p><a href="http://uhcommunityplan.com">uhcommunityplan.com</a></p> <ul style="list-style-type: none"> <li>• A website for Health Care Professionals, Community Organizations and Members</li> <li>• Directs providers to important state-specific information</li> <li>• Directs you to our secure provider site UnitedHealthcare Online®</li> </ul> <p><a href="http://uhcprovider.com">uhcprovider.com</a></p> <ul style="list-style-type: none"> <li>• Check Member eligibility</li> <li>• Check claim status and payments</li> <li>• Claims Reconsideration</li> <li>• Electronic Data Interchange (EDI) information</li> <li>• Tools and Resources</li> <li>• Tutorials</li> </ul>
<b>Claims Submission</b>	<p><b><u>Paper Claim submission:</u></b> Optum Behavioral Health P.O. Box 30760 Salt Lake City, UT 84130-0760</p> <p>Claims must be submitted within 120 days from the date of service</p>
<b>EDI</b>	<p>Payer ID: 87726 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>	Quick and easy, go to <a href="#">UnitedHealthcare Electronic Payments &amp; Statements</a> : > uhcprovider.com > Claims, Billing & Payments > Electronic Payments & Statements Questions – <b>1-866-842-3278</b> , option 5		
<b>Appeals</b>	<table border="0" style="width: 100%;"> <tr> <td style="width: 50%; vertical-align: top;"> <b>Provider Claim Appeals:</b>            UnitedHealthcare Community Plan            Attn: Complaint and Appeals Department            P.O. Box 31364            Salt Lake City, UT 84131-0364         </td> <td style="width: 50%; vertical-align: top;"> <b>Provider Utilization Management (UM) Appeals:</b>            UnitedHealthcare Community Plan            Attn: UM Appeals Coordinator            P.O. Box 31364            Salt Lake City, UT 84131-0364         </td> </tr> </table>	<b>Provider Claim Appeals:</b> UnitedHealthcare Community Plan Attn: Complaint and Appeals Department P.O. Box 31364 Salt Lake City, UT 84131-0364	<b>Provider Utilization Management (UM) Appeals:</b> UnitedHealthcare Community Plan Attn: UM Appeals Coordinator P.O. Box 31364 Salt Lake City, UT 84131-0364
<b>Provider Claim Appeals:</b> UnitedHealthcare Community Plan Attn: Complaint and Appeals Department P.O. Box 31364 Salt Lake City, UT 84131-0364	<b>Provider Utilization Management (UM) Appeals:</b> UnitedHealthcare Community Plan Attn: UM Appeals Coordinator P.O. Box 31364 Salt Lake City, UT 84131-0364		
<b>Best Practice Guidelines</b>	We have adopted Best Practice Guidelines, which were developed by nationally recognized organizations. Provider Express > Guidelines/Policies & Manuals > <a href="#">Best Practice Guidelines</a>		
<b>Authorization Requirements</b>	<p>Services that require authorization and notification include but are not limited to:</p> <ul style="list-style-type: none"> <li>• Facility-based care</li> <li>• Adult Behavioral Health Home and Community Based Services (BH HCBS)</li> <li>• Personalized Recovery Oriented Services (PROS) admission (60 days) &amp; active rehabilitation status</li> <li>• Continuing Day Treatment (CDT)</li> <li>• Mental Health Intensive Outpatient Program (MH IOP)</li> <li>• Assertive Community Treatment (ACT)</li> <li>• Partial Hospitalization</li> <li>• Residential substance use treatment</li> </ul> <p>Electronic Prior Authorization, Notifications and Supporting Documentation (e.g., LOCADTR) can be submitted to: <a href="#">uhcprovider.com</a> &gt; Health Plans by State &gt; New York &gt; UnitedHealthcare Community Plan of New York home page &gt; Prior Authorization and Notification Tool</p> <p>Health Plans by State can be found under “Quick Links” on uhcprovider.com home page</p> <p>Telephonic requests for services that require authorization and notification can be obtained by calling: Toll-free Provider Line (from the back of the Member card): <b>(866)-362-3368</b></p> <ul style="list-style-type: none"> <li>• System prompts: “In a few words tell me why you are calling today”</li> <li>• Say: "Behavioral Health Authorization"</li> <li>• Enter Member UHC ID</li> <li>• Enter Member DOB</li> </ul>		
<b>Additional Resources</b>	You may also contact Network Management if you have any questions (email strongly preferred): Email: <b>NYNetworkManagement@optum.com</b> Phone: <b>1-877-614-0484</b>		