



Behavioral Health Quick Reference Guide

New Jersey FamilyCare & FIDE SNP

Call Center for UnitedHealthcare	1-888-362-3368 <ul style="list-style-type: none">• Appeals and Grievances• Claims• Coordination of Benefits• Dual eligible members with Medicare• Medicaid members with commercial coverage• Billing concerns• Office Base Addictions Treatment Services• Behavioral Health Care Management• Care Coordination
Websites & What's Available	<p>providerexpress.com</p> <ul style="list-style-type: none">• New Provider Orientation “Navigating Optum” viewable on demand• Network Manual• Demographic Updates• Guidelines / Policies & Manuals• Clinical Resources• Level of Care Guidelines• Administrative Resources• Recovery & Resiliency Toolkit• Video Channel• Best Practices Guidelines• Webinars/Training Resources <p>uhcprovider.com</p> <ul style="list-style-type: none">• State-specific health plan information• Check member eligibility• Check claim status & payments• Claims Reconsideration• Electronic Data Interchange (EDI) information• Tools & Resources• Tutorials

Claims Submission	<p>Paper Claim submission: Optum Behavioral Health P.O. Box 30760 Salt Lake City, UT 84130-0760</p> <p>Claims must be submitted within 180 days from the date of service</p>
EDI	<p>Claims Payer ID: 87726 Electronic Remittance Advice (ERA) Payer ID: 86047 EDI Support: 1-800-210-8315 or email ac_edi_ops@uhc.com</p>
Electronic Payments & Statements (EPS)	<p>It's quick and easy, go to uhcprovider.com > Claims & Payments > Electronic Payments & Statements Questions – 1-866-842-3278, option 5</p>
Clinical Appeals	<p>NJ FamilyCare: Optum Appeals & Grievances P.O. Box 30512 Salt Lake City, UT 84130-0512</p> <p>Fide SNP: UnitedHealthcare Appeals Department P.O. Box 31364 Salt Lake City, UT 84131-0364</p>
Best Practice Guidelines	<p>We have adopted Best Practice Guidelines, which were developed by nationally recognized organizations. Provider Express > Guidelines/Policies & Manuals > Best Practice Guidelines</p>
Utilization Management Guidelines	<ul style="list-style-type: none"> • Emergent admissions require notification within 24 hours of admission. • Prior Authorization is required for all non-emergent inpatient Admissions. • Comorbidity Diagnosis with a Medical and Behavioral Admission require both a Medical <i>AND subsequent</i> Behavioral Health Authorization or separate notification. • To obtain Prior Authorization call 1-888-362-3368 - Enter TIN #, select option 3 (intake), enter member ID/DOB, select option for “Mental Health” • We do not accept faxes. A call is required.
Level of Care Guidelines	<ul style="list-style-type: none"> • Optum Level Of Care Guidelines for Mental Health Level Of Care and can be found at: providerexpress.com > Clinical Resources > Level of Care Guideline • UnitedHealthcare Community Plan uses ASAM level of Care Guidelines for Alcohol and Drug Treatment and Substance Use Disorder (SUD) • Reference: American Society of Addiction Medicine (ASAM) asam.org/resources/the-asam-criteria

Network Management Contacts	<p>Barbara Pinkston-Martinez, Network Manager for Facilities and Clinics</p> <p>njnetworkmanagement@optum.com Provider Escalated Issues: 1-877-614-0484 Fax: 1-866-483-6254</p>
Pharmacy	<p>UnitedHealthcare Community Plan Pharmacy Services Department Fax: 1-866-940-7328 Phone: 1-800-310-6826</p> <p>Link to Preferred Drug List: uhcprovider.com/content/dam/provider/docs/public/commpplan/nj/pharmacy/NJ-Preferred-Drug-List-Provider.pdf</p>
Provider Enrollment	<p>To request to join the network, visit: https://www.providerexpress.com/content/ope-provexpr/us/en/our-network.html</p> <p>The review and notification timeline of a clean application takes between 45-60 days. Email njnetworkmanagement@optum.com to inquire whether new provider applications are being accepted.</p>