

Behavioral Health Quick Reference Guide

New Jersey FamilyCare & FIDE SNP

Call Center for UnitedHealthcare	1-888-362-3368
Websites & What's Available	<p>providerexpress.com</p> <ul style="list-style-type: none"> • New Provider Orientation “<i>Navigating Optum</i>” 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>uhcommunityplan.com</p> <ul style="list-style-type: none"> • A website for Health Care Professionals, Community Organizations and Members • For providers the links will direct you to important information in your state • Directs you to our secure provider site UnitedHealthcare Online® <p>uhcprovider.com</p> <ul style="list-style-type: none"> • Check member eligibility • Check claim status & payments • Claims Reconsideration • Electronic Data Interchange (EDI) information • Tools & Resources • Tutorials
Claims Submission	<p><u>Paper Claim submission:</u> 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 : 86047 Electronic Remittance Advice (ERA) Payer ID: 86047 EDI Support: 800-210-8315 or email ac_edi_ops@uhc.com</p>

Electronic Payments & Statements (EPS)	It's quick and easy, go to uhcprovider.com > Claims & Payments > Electronic Payments & Statements Questions - 866-842-3278, option 5
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	We have adopted Best Practice Guidelines, which were developed by nationally recognized organizations. Provider Express > Guidelines/Policies & Manuals > Best Practice Guidelines
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.
Level of Care Guidelines	United HealthCare Community & State NJ utilizes Optum Level Of Care Guidelines for Mental Health Level Of Care and can be found at: providerexpress.com > Clinical Resources > Level of Care Guideline
Network Management Contacts	<p>Susan Murphy Network Manager for Facilities and Clinics</p> <p>Tamika Hunt Network Specialist for Clinicians and Group Practices</p> <p>ninetworkmanagement@optum.com</p> <p>Fax: 866-483-6254</p>