

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 “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</p> <p>Electronic Remittance Advice (ERA) Payer ID: 86047</p> <p>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</p> <p>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>Tamika Hunt, Network Specialist for Clinicians and Group Practices</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/commplan/nj/pharmacy/NJ-Preferred-Drug-List-Provider.pdf</p>