

UnitedHealthcare Community Plan of New Jersey HCBS

Quick reference guide

This reference guide provides a variety of resources for our UnitedHealthcare Community Plan of New Jersey Home- and Community-Based Services (HCBS).



Community Plan of New Jersey home page

To access a variety of information, including policies and clinical guidelines, forms, news and training, please visit UHCprovider.com/NJcommunityplan.



UnitedHealthcare Provider Portal

You can use the UnitedHealthcare Provider Portal to view claims status and payment information, access items in Document Library, check eligibility and benefits, and more. Go to UHCprovider.com/access to set up a One Healthcare ID and get started. To learn more about registration, click [here](#).

Prior authorizations

For questions about prior authorization, please call:

Phone: **866-604-3267**

Fax: 888-840-9284

HCBS and managed long-term services and supports (MLTSS) require prior authorization.

Claims

To submit a claim, please sign in to the portal and use Payer ID 86047. You can also mail paper claims to the address on the back of the member's ID card.



Our assessment and care plans

Members who need HCBS or MLTSS receive a comprehensive assessment from one of our case managers, who develops a person-centered care plan that includes:

- Care coordination
- Monitoring of health services they receive
- Information about changes in the member's health

Health care professionals can better plan, deliver and monitor these services.



Join our network

For information about how to join our plan or request a credentialing application, please email nj_mltss_cred@uhc.com.



We're here to help

- For general questions, please email our HCBS provider advocate team at nj_hcbs_pr@uhc.com or call Community Plan of New Jersey Provider Services at **888-362-3368**
- For questions about the following, please call Community Plan of New Jersey Community Provider Services at **888-362-3368** or email northeastprteam@uhc.com:
 - Behavioral health (mental health and/or substance use)
 - Care coordination (e.g., for members who have complex conditions, special needs or frequently use health care services)
 - Claims
 - Dental, hearing and vision services
 - Durable medical equipment (DME)
 - Electronic visit verification (EVV) prior authorization and billing
 - For EVV technical support, please contact 866-245-8337 or njsupport@hhaexchange.com.
If you're a third-party practice that works directly with HHAeXchange, please email edisupport@hhaexchange.com.
 - Home health/skilled nursing
 - Hospice
 - Joining our network
 - Managed long term services and supports (MLTSS)
 - Pharmacy
 - Prior authorizations
 - Referrals
 - Occupational, physical and speech therapy services
- For information about the New Jersey Department of Human Services' Personal Preference Program (PPP), please call our MLTSS team at **800-645-9409**
- To request contract information for a member's care coordinator, please call the Community Plan Intake Line at **866-604-3267**, 8 a.m.–5 p.m. ET, Monday–Friday

These are also the contacts for electronic visit verification (EVV) prior authorization and billing questions.

Contact information guide

Service	Phone number	Email	Comments
HCBS services	888-362-3368	nj_hcbs_pr@uhc.com	Personal care assistance/ private duty nursing services (no health system affiliated /traumatic brain injury services) For plan specific questions, reach out to your provider advocate or our dedicated email.
Home health/skilled nursing	888-362-3368	Northeastprteam@uhc.com	Private duty nursing (Health system affiliated)
Therapy services <ul style="list-style-type: none"> • Occupational therapy • Physical therapy • Speech therapy 	888-362-3368	Northeastprteam@uhc.com	
All other services	888-362-3368	Northeastprteam@uhc.com	
HHAx electronic visit verification system (EVV) solution	866-245-8337	NJsupport@HHAeXchange.com	Reach out to HHAX EVV solution for data submission and technical questions. This is a New Jersey dedicated support phone line. You can also use live chat option to chat with a support representative in HHAX portal.
Third-party EVV provider	N/A	edisupport@hhaexchange.com	These are providers using a vendor outside of HHAX and sending their visit and billing information to HHAX for UnitedHealthcare.