

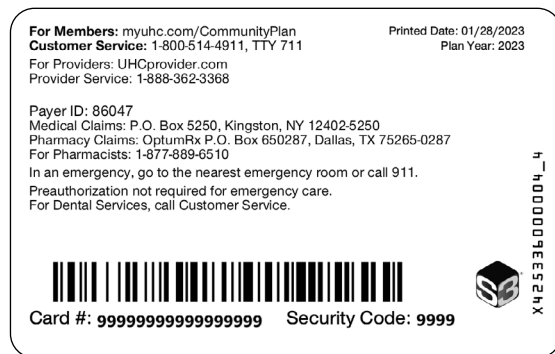
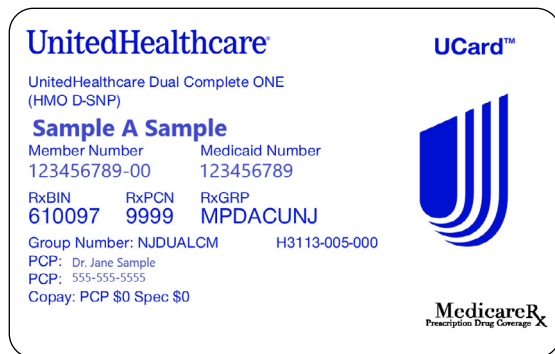
New Jersey: UnitedHealthcare Dual Complete ONE plan

Quick reference guide

This reference guide provides a variety of resources for our Dual Complete® ONE plan, a UnitedHealthcare Community Plan. This is a fully integrated dual-eligible special needs plan (FIDE SNP).



Sample member ID card



Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.



UnitedHealthcare Community Plan of New Jersey home page

You can access a variety of resources at UHCprovider.com/NJcommunityplan, including:

- Bulletins and newsletters
- Forms and references
- Our Care Provider Manual
- Policies and clinical guidelines
- Training and education

For specific information about the plan, please visit our [New Jersey UnitedHealthcare Dual Complete® Special Needs Plans](#) page.



UnitedHealthcare Provider Portal

To sign in to the UnitedHealthcare Provider Portal, visit UHCprovider.com and click the sign in button at the top right of the screen. This secure online portal gives you access to patient information and more. To use the portal, you will first need to register for a One Healthcare ID, if you don't already have one. Visit UHCprovider.com/access for detailed instructions and training.

In the portal, you can:

- Confirm member eligibility and benefits
- Submit claims and check status
- Submit reconsideration requests
- Request a referral
- Request prior authorizations
- Update facility or practice data

Claims

We manage the member's Medicaid and Medicare claims as part of this plan, so you don't have to submit claims twice. Please submit claims for a service within 180 days or the time frame outlined in your Participation Agreement. Upon submission, you'll receive a provider remittance advice (PRA) with details about your claim reimbursement.

To submit a claim, please use Payer ID 86047 and sign in to the portal. Or, you can use one of the following options:

- Electronic data interchange (EDI): EDI 837 transaction
- Mail: UnitedHealthcare Community Plan of New Jersey
P.O. Box 5250
Kingston, NY 12402-5250

Reconsiderations

Within 90 days of our determination date, you can submit a reconsideration for us to review administrative claim denials.

- **Online:** Sign in to the secure provider portal at UHCprovider.com
- **Mail:** UnitedHealthcare Community Plan of New Jersey
Attention: Reconsideration
P.O. Box 31364
Salt Lake City, UT 84131-0364

Appeals

Please mail formal appeals by mail to:

UnitedHealthcare Community Plan of New Jersey
Attention: Appeals
P.O. Box 31364
Salt Lake City, UT 84131-0364



Prescription medications

For prescription drug lists and pharmacy information, please visit our [Pharmacy Resources and Physician Administered Drugs](#) page. For assistance, please call Optum Rx® prescriber prior authorization services at 800-310-6826.



Network health care professionals

To access information about network health care professionals for a referral, please visit our [medical care directory](#).



Required Model of Care training

We require health care professionals who care for members of this plan to complete the [Special Needs Plan \(SNP\) Model of Care Training](#).



Join our network

Please visit the [Join Our Network](#) page for information about how to submit your participation request and next steps. We review applications and provide decisions within 30 days.



We're here to help

- Dual Complete ONE/FIDE SNP Member Services: Call **800-514-4911**
- New Jersey Community Plan Provider Services: Call **888-362-3368** or email northeastprteam@uhc.com if you have questions about the following:
 - Behavioral health
 - 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)
 - Home health
 - Hospice
 - Joining our network
 - Managed long term services and supports (MLTSS)
 - Pharmacy
 - Prior authorizations
 - Referrals
- Optum Health NurseLine: Call 877-440-9407 (7 days a week, 24 hours a day)