





# UnitedHealthcare Community Plan of Arizona

## Home-and Community-Based Services (HCBS) Quick reference guide for claim reconsiderations and disputes

<p><b>Step 1</b></p> 	<p><b>Submit your claim reconsideration online or by phone.</b></p> <ul style="list-style-type: none"><li>• <b>Online:</b> Sign in to the Provider Portal at <a href="https://UHCprovider.com/portal">UHCprovider.com/portal</a><ul style="list-style-type: none"><li>– Select the Claims tool under Claims &amp; Payments</li></ul></li><li>• <b>Phone:</b> Call Arizona Long-Term Care Provider Services at <b>800-293-3740</b></li><li>• Allow up to 30 days for processing*</li></ul> <p>For both options, be sure to obtain the call reference or online ticket number.</p>
<p><b>Step 2</b></p> 	<p>Check the status of your reconsideration request using the same method you used to submit the original reconsideration request.</p>
<p><b>Step 3</b></p> 	<p><b>Don't agree? Contact Provider Relations.</b></p> <ul style="list-style-type: none"><li>• Email the Provider Relations team at <a href="mailto:az_hcbs_pr_team@uhc.com">az_hcbs_pr_team@uhc.com</a> if you don't agree with the outcome of the claim reconsideration. Include the following information in your email:<ul style="list-style-type: none"><li>– Member name, date of birth, ID number and plan name</li><li>– Claim number, date of service and billed amount</li><li>– Reason for escalation</li><li>– Rendering care provider name, tax ID number (TIN) and National Provider Identifier (NPI) number</li><li>– Call reference or online ticket number</li></ul></li></ul>
<p><b>Step 4</b></p> 	<p><b>Submit an appeal or dispute.</b></p> <ul style="list-style-type: none"><li>• <b>Claims dispute:</b> When available, use the File Appeal button in the Claims tool or send a paper appeal/dispute to the claim address on the back of the member's ID card</li><li>• <b>Submission time frames:</b> See the care provider manual at <a href="https://UHCprovider.com/manuals">UHCprovider.com/manuals</a> &gt; Arizona</li></ul>

\*Unless applicable law requires a different time period.

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