

UnitedHealthcare Community Plan of Hawaii

Quick Reference Guide

This quick reference guide offers a variety of contacts and resources for the UnitedHealthcare Community Plan of Hawaii. For more information about the plan, go to UHCprovider.com/hicomunityplan > [Provider Forms, Programs and References](#).



Link and UHCprovider.com

Link is your gateway to UnitedHealthcare's online tools. You can use Link to:

- Check member eligibility and benefits
- Manage claims
- Request prior authorization
- View electronic payments and statements

To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner.



Provider Services

Phone: 888-980-8728; call Provider Services to:

- Check the status of your claims
- Confirm member eligibility and benefits
- Provide care coordination notification
- Request prior authorization
- Submit a dispute
- Update your facility/practice data

Representatives are available weekdays, 7:30 a.m. – 4:30 p.m. Pacific Time (except major holidays).



Eligibility and Benefits

You can check member eligibility and review detailed benefits information using the eligibilityLink tool on Link.

Learn more at UHCprovider.com/eligibilitylink.



UnitedHealthcare Plan Directory

The UnitedHealthcare Plan Directory allows you to search for in-network doctors, clinics and hospitals. To access the directory, go to UHCprovider.com > Menu > [Find a Care Provider](#).



Prior Authorization

You can request prior authorization online, by phone or fax:

- **Online:** Use the Prior Authorization and Notification tool on Link. To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. Then, select the Prior Authorization and Notification tile on your Link dashboard. Learn more at UHCprovider.com/paan.
- **Phone:** 866-604-3267
- **Fax:** 800-267-8328; the fax form is available at UHCprovider.com/hicomunityplan > [Prior Authorization and Notification](#) > Prior Authorization Paper Fax Forms.

To view the prior authorization list for UnitedHealthcare Community Plan of Hawaii, go to UHCprovider.com/hicomunityplan > Prior Authorization and Notification Resources > [UnitedHealthcare Community Plan Prior Authorization Hawaii - Effective July 1, 2019](#).



Prescription Drugs

To find pharmacy information related to prescription drugs, including prescription drug lists, step therapy policies, quantity limits and prior authorization requirements, go to UHCprovider.com/hicomcommunityplan > [Pharmacy Resources and Physician Administered Drugs](#).



Claims Submission

Here's an overview of options for submitting claims:

Link Tools

Use the Claim Submission tool on Link to submit claims electronically. Learn more at UHCprovider.com/claims > Submit a Claim. You can use the claimsLink tool on Link to check the status of your claims, submit a claim reconsideration request and more.

Electronic Data Interchange (EDI)

You can file claims electronically through an EDI connection. Using EDI for all eligible UnitedHealthcare transactions can help your organization improve efficiency, reduce costs and increase cash flow. You can select any clearinghouse with a connection to UnitedHealthcare to exchange EDI transactions. The Payer ID for UnitedHealthcare Community Plan of Hawaii is **87726**. Learn more about EDI at UHCprovider.com/edi. If you have questions, contact EDI Support at ac_edi_ops@uhc.com or 800-210-8315.

Paper Claims

You can mail paper claims to the address on the back of the member's ID card or send them to:

UnitedHealthcare Community Plan
P.O. Box 31365
Salt Lake City, Utah 84131-0365

Please submit claims within 365 days from the date of service or date of discharge unless otherwise stated in your Participation Agreement. If you have questions about claims, call Provider Services at 888-980-8728.



Electronic Payments & Statements

Electronic Payments & Statements (EPS) is the tool for your practice to receive electronic funds transfer (EFT) and electronic remittance advice (ERA) for UnitedHealthcare Community Plan and other UnitedHealthcare plans. With EPS, you can receive claims payments by direct deposit or Virtual Card Payment (VCP) 5-7 days faster than with paper checks. To learn more and enroll in EPS, go to UHCprovider.com/eps.



Claims Reconsideration

There are two ways to submit your claims reconsideration requests:

Online: Use the claimsLink tool on Link. To access the tool, sign in to Link by clicking on the Link button in the top right corner of UHCprovider.com. Then, select the claimsLink tool on your Link dashboard.

Mail: Complete a claims reconsideration form and mail it to the following address along with a copy of the related provider remittance advice or explanation of benefits:

UnitedHealthcare Community Plan
PO Box 31350
Salt Lake City, Utah 84131-0350

To access the claims reconsideration form, go to UHCprovider.com/claims > [Claim Reconsideration Form - UnitedHealthcare Community Plan](#).



Claim Disputes

If you're not satisfied with the outcome of a claim reconsideration request, you may submit a formal claim dispute using the process outlined in the care provider manual. To view the manual, go to UHCprovider.com/manuals > Hawaii > [View the UnitedHealthcare Community Plan Care Provider Manual](#).



Care Provider Training and Education

Training and education resources for UnitedHealthcare Community Plan of Hawaii are available at UHCprovider.com/hicomunityplan > Provider Training and via UHC On Air on Link.



Sample Member ID Card

UnitedHealthcare Community Plan
Health Plan (80840) 911-87726-04
Member ID: 0000000000
Group: HIQI
Member: SUBSCRIBER A BROWN
PCP Name: DR BROWN
PCP Phone: (000) 000-0000
Effective Date: 00/00/0000
Payer ID: 87725
OPTUMRx®
Rx Bin: 610494
Rx Grp: ACUHI
Rx PCN: 4444
TPLY
Administered by UnitedHealthcare Insurance Co.
0801

Front

In an emergency go to nearest emergency room or call 911.
Your PCP will coordinate your health care, except in an emergency. Members have direct access to family planning and women's health services in-network. Member Services available Monday through Friday 7:45 - 4:30 HST.
For Member Services: UHCCommunityPlan.com/HI 888-980-8728 (TTY 711)
Behavioral Health, toll free: 888-980-8728
Transportation, toll free: 877-564-5909
24 Hour NurseLine, toll free: 888-980-8728
For Providers: www.uhcommunityplan.com 888-980-8728
Medical Claims: PO Box 31365, Salt Lake City, UT 84131-0365
Behavioral Health Claims: PO Box 30757, Salt Lake City, UT 84130-0757
Pharmacy Claims: OptumRX, PO Box 29044, Hot Springs, AR 71903
For Pharmacists: 877-305-8952

Back

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



Additional Key Contacts

Behavioral Health

Phone: 888-980-8728; hours: Monday - Friday, 7:30 a.m. - 4:30 p.m. HST time

Logisticare Non-Emergent Medical Transportation

Phone: 866-475-5744 hours: Monday - Friday, 7:30 a.m. - 4:30 p.m. HST time

Fax: 866-475-5745

Pharmacy Services

877-305-8952 (Optum Rx)

800-797-9791 (Help Desk)

800-584-0265 (Bioscrip-Specialty Drug)

Epic (Hearing Aid Services)

866-956-5400