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.

Provider Portal and UHCprovider.com
The Provider Portal is your gateway to UnitedHealthcare online tools. You can use the Provider Portal to:
• Check member eligibility and benefits
• Manage claims
• Request prior authorization
• View electronic payments and statements
To sign in to the Provider Portal, go to UHCprovider.com and click on the Provider Portal button in the top right corner.

Provider Services
Phone: Call Provider Services at 888-980-8728 to:
• Check the status of your claims
• Confirm member eligibility and benefits
• Provide care coordination notification
• Submit a dispute
• Update your facility/practice data
Representatives are available weekdays, 7:45 a.m.–4:30 p.m. PT (except major holidays).

Eligibility and benefits
You can check member eligibility and review detailed benefits information using the eligibilityLink tool on Provider Portal. 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 the Provider Portal. To sign in to the Provider Portal, go to [UHCprovider.com](http://UHCprovider.com) and click on the Provider Portal button in the top right corner. Then the Prior Authorization and Notification tile on your Provider Portal dashboard. Learn more at [UHCprovider.com/paan](http://UHCprovider.com/paan).
- **Phone:** Call 866-604-3267

To view the prior authorization list for the UnitedHealthcare Community Plan of Hawaii, go to [UHCprovider.com/hicommunityplan](http://UHCprovider.com/hicommunityplan) > 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/hicommunityplan](http://UHCprovider.com/hicommunityplan) > Pharmacy Resources and Physician-Administered Drugs.

Claims submission
Here’s an overview for options for submitting claims:
**Provider Portal tools**
Use the Claim Submission tool on the Provider Portal to submit claims electronically. Learn more at [UHCprovider.com/claims](http://UHCprovider.com/claims) > Submit a Claim. You can use the claimsLink tool on the Provider Portal to check the status of your claims 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](http://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, UT 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](http://UHCprovider.com/eps).
Claims reconsideration

There are 2 ways to submit your claims reconsideration requests:

**Online:** Use the claimsLink tool on the Provider Portal. To access the tool, sign in to Provider Portal by clicking on the Provider Portal button in the top right corner of [UHCprovider.com](http://UHCprovider.com). Then, select the claimsLink tool on your Provider Portal 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
P.O. Box 31365
Salt Lake City, UT 84131-0365

To access the claims reconsideration form, go to [UHCprovider.com/claims](http://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](http://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/hicommunityplan](http://UHCprovider.com/hicommunityplan) > Provider Training, as well as under Healthcare Professional Education and Training on the Provider Portal.

Sample member ID card

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

Additional key benefits

**Behavioral Health**
Phone: Call 888-980-8728, Monday—Friday, 7:30 a.m.—4:30 p.m. HST time

**Modivcare Non-Emergent Medical Transportation**
Phone: Call 866-475-5744, Monday—Friday, 7:30 a.m.—4:30 p.m. HST time

**Pharmacy Services**
877-305-8952 (Optum Rx and Mail Order)
844-568-2147 (Tool-Free Pharmacy Help Desk)
855-427-4682 (Optum Specialty Pharmacy)