

UnitedHealthcare Connected for One Care in Massachusetts

2022 quick reference guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources.



UnitedHealthcare Provider Portal

The UnitedHealthcare Provider Portal is your gateway to the UnitedHealthcare online tools. To sign in, go to [UHCprovider.com](https://uhcprovider.com), and click on the Sign In button in the top-right corner. You can:

- Check patient eligibility and benefits
- Use TrackIt to manage items that need your attention, including prior authorization requests and claim submissions
- Submit and check referral status
- Get claims status and submit reconsideration and appeal requests

Visit [UHCprovider.com/portal](https://uhcprovider.com/portal) for more information. If you have technical questions, contact UnitedHealthcare Web Support at providertechsupport@uhc.com or call **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday.



[UHCprovider.com/MAcommunityplan](https://uhcprovider.com/MAcommunityplan)

Tools and resources to help you care for UnitedHealthcare Connected® for One Care (Medicare-Medicaid plan) members.

- Administrative guide
- Clinical care guidelines
- Link to the Massachusetts Health Information Exchange
- Medical and reimbursement policies
- Plan news and training
- Prior authorization and notification resources



Claims submission

Online: To submit claims using the UnitedHealthcare Provider Portal, please go to [UHCprovider.com](https://uhcprovider.com) and click on the Sign In button in the top-right corner.

Electronic: To submit claims by Electronic Data Interchange (EDI), please use **Payer ID 87726**. Learn more at [UHCprovider.com/edi](https://uhcprovider.com/edi).



Prior authorization requests and advance notification

For more information, visit UHCprovider.com/priorauth.

Online: Use the UnitedHealthcare Provider Portal at UHCprovider.com and click on the Sign In button in the top-right corner.

Phone: Call the Provider Services number on the member's ID card.



Interpreter services

For help with real-time interpretation services for more than 240 languages and services for hearing-impaired members, call **800-638-3302** or **877-261-6608**, 24/7.



Behavioral health services

UHCprovider.com/behavioralhealth

Please refer to the member's ID card for their behavioral health provider phone number.



My Practice Profile

The My Practice Profile tool on the UnitedHealthcare Provider Portal at UHCprovider.com/mpp lets you view, update and attest to the demographic information UnitedHealthcare members see for your organization. To review your participation status, explore the Provider Products section in the Provider Demographic Details.



Prescription medications

optumrx.com

Mail order

- Call **800-791-7658**, Monday–Friday, 8 a.m.–8 p.m. CT
- Fax 800-491-7997

Prior authorization requests

covermymeds.com/epa/optumrx

- Call **800-711-4555**, option 1
- Fax 800-527-0531



NurseLine

Provides members with access to a registered nurse who can help with sudden health concerns. Members can call the NurseLine number on their ID card, 24/7.



March® Vision Care

marchvisioncare.com

Routine vision care

Call **844-516-2427**, Monday–Friday, 7 a.m.–10 p.m., and Saturday, 8 a.m.–5:30 p.m. CT



UnitedHealthcare Dental

uhcdental.com

Call **800-980-2968**, Monday–Friday, 7 a.m.–10 p.m. CT



Other resources

You'll find information in the care provider manual at [UHCprovider.com/guides](https://uhcprovider.com/guides).
If you can't find the information you need on UHCprovider.com, call us at **877-790-6543**.

Questions?

If you have questions, please contact your provider advocate, provider relations or network management representative at [UHCprovider.com/contactus](https://uhcprovider.com/contactus) > Network Contact.



Member ID cards

United Healthcare Community Plan
Health Plan (80840) 999-99999-99
Member ID: 000000000 Group Number: MAMMP
Member:
Member Name
Payer ID: 87726
PCP Name:
Provider Name
PCP Phone: (999)999-9999
Care Coordinator Phone: 866-633-4454
H9239-001
UnitedHealthcare Connected® for One Care (Medicare-Medicaid Plan)
Administered by UnitedHealthcare Community Plan of MA

One Care
MassHealth+Medicare
Bringing your care together

OPTUMRx
Rx Bin: 610097
Rx Grp: MPDMA2CSP
Rx PCN: 9999

front

In an emergency go to nearest emergency room or call 911. Printed: 09/01/21

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myuhc.com/communityplan or call.

Member Engagement Center: 866-633-4454 TTY 711
Behavioral Health: 866-633-4454 TTY 711
NurseLine: 866-385-6728 TTY 711

For Providers: UHCprovider.com 877-790-6543
Claims: PO Box 31350, Salt Lake City, UT 84131-0350

Pharmacy Claims: OptumRX, PO Box 650287, Dallas, TX 75265-0287
For Pharmacists: 877-899-6510

back

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