

Quick Reference Guide

Care Provider Information | Maryland Medicaid



Services available to members through Maryland Medicaid

Maryland HealthChoice Medicaid care organization services covered by UnitedHealthcare

- Primary care services
- Maternity and pregnancy care
- X-rays and laboratory services
- Specialist services
- Hospital services
- Primary Mental Health services
- Emergency and non-emergency medical transportation
- Dental services available through the Maryland Healthy Smiles Program

For a complete list of covered and non-covered services please see the member handbook at [uhccommunityplan/MD](https://www.uhccommunityplan.com/MD).

For additional support for covered services please refer members to **1-800-318-8821**, TTY **711**

Member programs and benefits offered through UnitedHealthcare

Personalized care

- Language interpreter services
- Local member advocates
- Case management services; to refer your patient, call the special needs coordinator at **800-460-5689**

Healthy living

- Quitting tobacco **800-784-8669**
- Substance use disorder helpline at **800-888-1965** **866-835-2755 (TTY)**
- UnitedHealthcare On My Way (OMW™)

Pregnancy and postpartum programs

- Healthy First Steps® pregnancy program
- Free breast pumps
- Wellhop for mom and baby

Virtual Member Resources

- NurseLine: 24/7 at **1-877-440-0251**, TTY **711**
- UnitedHealthcare Health4Me® App: Members can easily access health plan information
- UnitedHealthcare On My Way (OMW™)



UnitedHealthcare Community Plan **thanks you** for all you do to care for our Medicaid members enrolled in Maryland Medicaid.

Questions?

Provider services

Phone: **877-842-3210**

8 a.m.–6 p.m., Monday–Friday

Online: uhcprovider.com/MDcommunityplan

Maryland Medicaid hotline for consumers

Phone: **1-855-642-8572**

Online: marylandhealthconnection.gov



Care Provider Resources and Contacts

Medical coverage

- Confirm member eligibility and benefits
- Check claims status
- Request prior authorization
- Update facility/practice information
- Submit an appeal request

Online: uhcprovider.com/link

Phone: **877-542-9231**

8 a.m.–6 p.m., Monday–Friday

Pharmacy

Online: uhcprovider.com/MDcommunityplan >

Pharmacy Resources and Physician
Administered Drugs Health Care
Professionals Contact Form
at professionals.optumrx.com

Prior authorizations:

Online: uhcprovider.com > Menu >
Prior Authorization and Notification >
PreCheck MyScript App

Mental Health & Substance Abuse (Optum Maryland)

Phone: **800-888-1965, 866-835-2755 (TTY)**

8 a.m.–6 p.m., Monday–Friday

Network management

Contracting, credentialing status and care
provider services.

Phone: **877-842-3210**

8 a.m.–6 p.m., Monday–Friday

Email: networkhelp@uhc.com

Claims

Please submit claims within 180 days of service,
or the time frame in your participation agreement.

Payer ID: 87726

Submitting electronic claims

Claims can be filed as a CMS-1500 or
UB-04 transaction in EDI or by using the
Claims Submission tool in Link.

Submitting paper claims

UnitedHealthcare Community Plan
P.O. Box 31365
Salt Lake City, UT 841312

Claims management and reconsideration

Online: uhcprovider.com/claims
Phone: **877-842-3210**

Appeals submission

UnitedHealthcare Community Plan
Appeals and Claims Disputes
P.O. Box 31365
Salt Lake City, Utah 84131

Maryland Medicaid identification number

The state requires that all health care professionals
and facilities have a current MD Medicaid
identification (ID) number to be reimbursed for
Medicaid services. To apply for a Medicaid ID and
for more information, please visit Health Provider
Enrollment HelpLine 844-463-7768, 7 a.m.–7 p.m.,
Monday–Friday, except state holidays.
ePREP.health.maryland.gov

Link technical assistance

Technical assistance and connectivity.

Phone: **866-842-3278**

8 a.m.–6 p.m., Monday–Friday

Other resources

Language assistance program

Phone: **800-318-8821, TTY 711**

8 a.m.–7 p.m., Monday–Friday

Dental

Phone: **1-855-934-9812 Maryland Healthy Smiles**

NurseLine

Phone: **1-877-440-0251, TTY 711**

24 hours a day, 7 days a week

UnitedHealthcare member services

Phone: **800-318-8821, TTY 711**

8 a.m.–7 p.m. Eastern
Time, Monday–Friday

Non-Emergent transportation

Members can receive assistance by contacting
their local health department or member services