

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

Non-Emergent transportation

Phone: **443-262-4462**

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