

UnitedHealthcare Community Plan of Maryland Provider Quick Reference Guide

This reference guide provides you with quick access to local and national resources.

Link and UHCprovider.com

Use UHCprovider.com and Link to perform secure transactions for your patients:

- Check member eligibility and benefits
- Manage claims
- Request prior authorization and check status

You'll need an Optum ID to access Link and UHCprovider.com. If you don't have an Optum ID, go to UHCprovider.com and select "New User" to begin registration. To learn more about using Link and UHCprovider.com, please visit UHCprovider.com > New User.

To view information about UnitedHealthcare Community Plan of Maryland, such as the administrative manual, clinical guidelines, information on referral requirements and prior authorization forms, go to UHCprovider.com/MDcommunityplan.

Clinical Practice Guidelines

Clinical Practice Guidelines are available at UHCprovider.com/MDcommunityplan > [Policies and Clinical Guidelines](#).

Provider Services

Phone: Call **877-842-3210**, 8 a.m. to 6 p.m. Eastern Time, Monday through Friday, to speak to a representative (except major holidays). Interactive Voice Response is available 24 hours a day, seven days a week. Provider Services can help:

- Confirm member eligibility and benefits
- Provide care coordination notifications
- Check claims and referral status
- Update facility/practice data
- Submit an appeal request
- Initiate credentialing or check status

Local Resources

Local Maryland Provider Advocate Mailbox: md_dc_provider_relations@uhc.com.

Panel Report/Member Rosters

You can view your panel report online using the Document Vault tool on Link. Sign in to Link by going to UHCprovider.com and clicking on the Link button in the top right corner. Then, select the Document Vault tile on your Link dashboard. To learn more, go to UHCprovider.com/documentvault, or contact your Provider Advocate.

Prior Authorization Requests

Medical

Self-Service Tool: Sign in to Link by going to UHCprovider.com and clicking on the Link button in the top right corner. Then, select the Prior Authorization and Notification tile on your Link dashboard. You can learn more at UHCprovider.com/paan.

Phone: Call 866-604-3267, 8 a.m. to 5 p.m. Eastern Time, Monday through Friday. For a list of services that require prior authorization, please go to UHCprovider.com/MDcommunityplan > Prior Authorization and Notification.

Cardiology and Radiology

Phone: Call 866-889-8054, 7 a.m. to 7 p.m. Eastern Time



Prescription Drugs

You can get real-time, patient-specific prescription data online using the PreCheck MyScript tool on Link. Sign in to Link by going to UHCprovider.com and click on the Link button in the top right corner. Then, select the PreCheck MyScript tile on your Link dashboard. Please use the Prescription Drug Prior Authorization Request Forms available at UHCprovider.com > Prior Authorization and Notification > Clinical Pharmacy and Specialty Drugs > Community Plan Pharmacy Prior Authorization Forms > Maryland Community Plan Pharmacy Prior Authorization Forms.

Pharmacy Prior Authorization

For injectables, specialty pharmacy and medications that require prior authorization, use the following:

Phone: Call 800-310-6826, 9 a.m. to 9 p.m. Eastern Time.

Fax: 866-940-7328



Member Resources

You can use the following resources for members who may need additional help:

Adult Dental Benefit

If a member has questions about the adult dental benefit, please have them call Member Services at 800-318-8821, TTY 711, 8 a.m. to 7 p.m., Eastern Time, Monday through Friday.

Case Management Services

For special needs population referrals and information relating to other members who need case management services, call our special needs coordinator at 800-460-5689.

Health4Me

Our free, downloadable app for Apple or Android devices can help members:

- Find a care provider or urgent care center.
- Learn about benefits, view their ID card and contact Member Services.

Healthy First Steps Program

Please direct members to our maternity case management program if they indicate they'd like help managing their pregnancy.

Phone: Call 800-599-5985, TTY 711, 8 a.m. to 5 p.m., Eastern Time, Monday through Friday.

Interpreter Services

If a member needs help with language translation, please have them call Member Services to request interpreter services.

Phone: Call 800-318-8821, TTY 711, 8 a.m. to 7 p.m., Eastern Time, Monday through Friday.

Mental Health & Substance Use Disorder

Members may contact Optum Maryland for behavioral health services. A primary care provider referral is NOT required.

Phone: 800-888-1965 (866-835-2755 TTY), 8 a.m. to 6 p.m. Eastern Time, Monday through Friday, excluding major holidays.

NurseLine

If a member can't reach their primary care provider, they can call UnitedHealthcare's NurseLine to talk to a nurse.

Phone: Call 877-440-0251, TTY 711, 24 hours a day, seven days a week.

Transportation

Please have members contact their local health department (LHD) for help with transportation.

Contact information for each LHD is available in our care provider manual, at UHCprovider.com/MDcommunityplan > Care Provider Manuals > Maryland.