

Coordination of Care Resources

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Care coordination tools

You can access state and UnitedHealthcare tools to stay updated on the care your patients who are our members receive from other health care providers.

Link self-service tools

Link is your gateway to UnitedHealthcare's online tools. Use Link to review the UnitedHealthcare plan of care, health assessment and services provided to members. To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner.

- [Accessing Link – Quick Reference Guide](#)
- [New to Link? Go to New User Registration.](#)

Optum Maryland (State Behavioral Health Administrative Service Organization)

Complete the appropriate Release of Information form to gain access to patient substance use and mental health disorder treatment information.

Release of Information (ROI)

- [DORS ROI and Request for Services \(pdf\)](#)
- [ROI for Sharing Data with MCOs \(pdf\)](#)
- [Release of Information/Authorization for Disclosure \(English\) \(pdf\)](#)

PreCheck MyScript®

The PreCheck MyScript tool provides real-time, patient-specific prescription data. To access PreCheck MyScript, sign in to Link by clicking on the Link button in the top right corner of UHCprovider.com. Then, select the PreCheck MyScript tile on your Link dashboard.

- [PreCheck MyScript Prescribing Solution Overview](#)
- [PreCheck MyScript Frequently Asked Questions](#)

Prescription Drug Monitoring program

The Prescription Drug Monitoring program (PDMP) requires care providers who prescribe controlled dangerous substances to register for Chesapeake Regional Information System for our Patients (CRISP) to review PDMP data. Complete your CRISP registration [here](#).

- [PDMP Registration FAQs](#)
- [PDMP-Mandated Use FAQs](#)

Case management resources

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

Whole Person Care & Case Management Services: For initial referrals to Whole Person Care and all other case management and care coordination referral needs, call the Special Needs Coordinator at 800-460-5689.

NurseLine (member hotline for nursing advice): Call 877-440-0251, TTY 711, 24 hours a day, seven days a week.