

UnitedHealthcare Community Plan of Missouri

Quick reference guide

Need to contact us? Use this reference guide for quick access to a variety of resources about UnitedHealthcare Community Plan of Missouri.



Provider Services

Phone: **866-815-5334**

- Confirm member eligibility and benefits
- Check claims status
- Request prior authorization
- Update facility/practice data
- Submit a claim reconsideration request

Representatives are available 8 a.m. to 5 p.m. Central Time, Monday through Friday, except holidays.



Link and UHCprovider.com

Link's self-service tools can quickly provide the comprehensive information you may need for most UnitedHealthcare benefit plans – without the extra step of calling for information. Use Link to perform secure online transactions, such as checking member eligibility and benefits, managing claims and requesting prior authorization.

To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. If you aren't registered yet, go to UHCprovider.com and select "New User" to begin registration.

To learn more about using Link, please visit UHCprovider.com/Link.



Eligibility and Benefits

Use the eligibilityLink tool on Link or call **866-815-5334**.



Network Referrals

You can find a UnitedHealthcare care provider online or by calling us.

Online: UHCCommunityPlan.com > For Health Care Professionals > Missouri

Phone: **866-815-5334**



Prior Authorization Requests

Phone: **800-366-7304**

For after-hours requests, follow the prompts for "Prior Authorization Requests."

Radiology/Cardiology Prior Authorization Requests

Phone: **866-889-8054**

To view a complete list of services that require prior authorization, visit UHCCommunityPlan.com > For Health Care Professionals > Missouri.



Prescription Drugs

Pharmacy services are processed by the MO HealthNet Pharmacy Program, except for medications billed as part of an inpatient admission. To learn more, visit dss.mo.gov > Divisions > MO HealthNet Division > Clinical Services > Pharmacy.



Claims Submission

Please submit claims within the timely filing guidelines outlined in your UnitedHealthcare Participation Agreement.

Electronic Claims: Please submit electronic claims at UHCprovider.com > Claims & Payments > Submit a Claim.

Electronic Data Interchange Payer ID: 86050

Mail paper claims to:
UnitedHealthcare Community Plan of Missouri
P.O. Box 5240
Kingston, NY 12402-5240



Claims Management and Reconsideration

Please use the Claims Management and Claims Reconsideration tools on Link or call Provider Services at **866-815-5334**.

You also can mail your claims reconsideration request to:
UnitedHealthcare Community Health Plan of Missouri
P.O. Box 5240
Kingston, NY 12402-5240



Appeal Submission

Online: Please use the Claims Management tool on Link.

Mail your appeal to:
UnitedHealthcare Community Plan of Missouri
Attention: Provider Dispute
P.O. Box 31364
Salt Lake City, UT 84131-0364

Fax: **801-994-1082**



Other Resources

Optum Behavioral Health

Phone: **866-815-5334**

Online: providerexpress.com



Dental Care

Phone: **855-934-9818**

Online: UHCproviders.com



Medical Transportation Management (MTM)

Phone: **866-292-0359**

Online: mtm-inc.net/

MTM arranges non-emergency health care transportation for members.



MARCH® Vision Care

Phone: **844-616-2724**

Online: marchvisioncare.com




UnitedHealthcare Community Plan of Missouri Resources

For more information about UnitedHealthcare Community Plan of Missouri, please contact your Provider Advocate or visit UHCCCommunityPlan.com > For Health Care Professionals > Missouri.



Sample Member ID Card

 Health Plan (80840) **911-86050-02**

Member ID: 001600012 **Group Number: MOHNET**

Member:
REISSUE M ENGLISH **Payer ID: 86050**
DCN #: 99999912
PCP Name:
DOUGLAS GETWELL
PCP Phone: (717) 851-6816

S1803 MT ROSE AVE STE B3
YORK, MO 174033051

0501 UnitedHealthcare Community Plan of Missouri
Administered by UnitedHealthcare of the Midwest, Inc.

In case of emergency call 911 or go to nearest emergency room. Printed: 10/13/20

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

For Members:	866-292-0359	TTY 711
Behavioral Health:	866-292-0359	TTY 711
Dental/Vision:	866-292-0359	TTY 711
NurseLine:	866-351-6827	TTY 711

For Providers: UHCprovider.com 866-815-5334
Dental Providers: 855-934-9818
Medical and BH Claims: PO Box 5240, Kingston, NY, 12402-5240

Transportation: 866-292-0359 Pharmacy: 800-392-2161 or 573-751-6527
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Sample member ID cards for illustration only. Actual information varies depending on payer, plan and other requirements.