

North Carolina Medicaid provider

Quick reference guide



Provider Services contacts

- Provider Services: Visit UHCprovider.com/NCcommunityplan. Or, call **800-638-3302**, 8 a.m.–6 p.m. ET, Monday–Saturday.
- **NC contracting**: Email So_Atlantic_Phys_Contracting@uhc.com
- **NC Provider Relations**: Email carolinasprteam@uhc.com



Provider Portal

- UHCprovider.com/NCcommunityplan – You can find the Provider Manual for North Carolina Medicaid Plan
- UHCprovider.com – Check member eligibility, submit claims, view claims information and keep up-to-date on policies and procedures



Prior authorizations/notifications

- **Go to UHCprovider.com/NCcommunityplan** > Prior Authorization and Notifications. Applies to services for UnitedHealthcare Community Plan members. Our Care Provider Manual outlines the requirements.
- **Hospital admission notifications** – Visit UHCprovider.com/paan
- **278N EDI transactions** – For more information, go to UHCprovider.com/edi > 278N: Hospital Admission Notification
- **Notification time frames**
 - Emergency/urgent admission within 24 hours, unless otherwise indicated
 - After ambulatory surgery: 1 business day

Medical necessity – UnitedHealthcare Community Plan will pay for claims deemed medically necessary. This will apply to approved services for UnitedHealthcare Community Plan members. Our Care Provider Manual outlines the requirements.

- Go to UHCprovider.com/NCcommunityplan



Member Services/eligibility

The state Medicaid agency defines an individual's eligibility. Before providing services, please verify member eligibility and benefits by:

- **Electronic Data Interchange (EDI)**: Request eligibility and benefits as a 270 transaction through your practice management or hospital information system. The 271 response transaction returns information back to your system. For more information, go to UHCprovider.com/edi.
- **Online**: Use the eligibilityLink tool on Link at UHCprovider.com/eligibilityLink
- Call Provider Services at **800-638-3302** or the **number on the member's ID card**



Electronic Visit Verification

- NC Medicaid's requirements for Electronic Visit Verification (EVV) can be found on **NC Medicaid: Electronic Visit Verification (ncdhhs.gov)**
- EVV meeting presentations and recordings are available on the **NC Medicaid: Electronic Visit Verification (ncdhhs.gov)**
- Alt EVV Support at NCAltEVV@Sandata.com for additional information on Alt EVV. For all other inquiries, please contact the Customer Support team at 855-940-4915 or email NCCustomerCare@Sandata.com.
- HHAeXchange contact: support@HHAeXchange.com, hhaexchange.com/nc
- Provider questionnaire link for EVV portal configuration: hhaexchange.com/PHPProviderSurvey



Claims/EDI

UHCprovider.com/policies > [Community Plan Policies](#) > [Reimbursement Policies for Community Plan](#)
Submitting claims

- **EDI:** Submit claims electronically as an 837 transaction, using Payer ID 87726 for UnitedHealthcare Community Plan of North Carolina
- Go to UHCprovider.com/edi
- **EDI support:** Call **800-210-8315**
- **Online:** Go to the Link dashboard in the top right corner of UHCprovider.com



Provider appeals

- **Online:** Go to UHCprovider.com click "Sign In" in the top right corner and click Claims and Payments
- **Call:** Contact us at **800-638-3302** or the number on the back of the member's ID card. Behavioral health providers, please call **866-673-6315**.
- **Mail:** Send the claim reconsideration form to the address on the back of the member's ID card
- You can find the form at UHCprovider.com/claims > Claim Reconsideration Form – Single Claim



Pharmacy

- **Pharmacy Service Line** – Call **855-258-1593** (OptumRx) or visit UHCprovider.com



UHCcommunityplan.com/NC

- **NurseLine** – Call **855-202-0992**, 24 hours a day, 7 days a week



Behavioral health crisis

- Optum Behavioral Health – Email optum.nc.pr@optum.com or call **877-614-0484**
- Optum Behavioral Health providers:
 - Email management@optum.com
- NC Provider Relations:
 - Email optum.nc.pr@optum.com



Transportation

- For emergency transportation, call 911
- Care providers may call ModivCare at 855-397-3606 to arrange non-emergency medical transportation (NEMT), including non-emergency ambulance transportation (NEAT). For more information, visit tripcare.logisticare.com.
- Transportation providers may call ModivCare at 855-397-3604 for manifest or trip details
- Claims for emergency ambulance transportation should be submitted to UnitedHealthcare. See claims/EDI section above.
- Claims for non-emergency transportation, including NEMT, should be submitted to ModivCare



Interpreter services

Language Interpretation Line – Call **800-638-3302** or **877-261-6608**, 24 hours a day, 7 days a week, for help with more than 240 non-English languages and hearing-impaired services.



Vendor information

March Vision Care, Inc. – Call **866-376-6780** or **844-736-2724**.



Custom information

UnitedHealthcare | Community Plan

Health Plan (80840) 911-87726-04
Member ID: 000000000 Group Number: NCMMC

Member:
MEMBER NAME Payer ID: 87726

AMH/PCP Name:
PCP GROUP
AMH/PCP Phone: (000)000-0000
PCP STREET ADDRESS
CITY, STATE, ZIP

Effective Date:
06/01/2019

OPTUMRx
Rx Bin: 610494
Rx Grp: ACJNC
Rx PCN: 4949

0501
UnitedHealthcare Community Plan of North Carolina
Administered by UnitedHealthcare of North Carolina, Inc.

X11905376396001

In an emergency go to nearest emergency room or call 911. Please 06/01/2019

If you suspect a doctor, clinic, hospital, home health services, or any other kind of medical provider is committing Medicaid fraud, report it. Call the Medicaid Investigations Division at (819)881-2320.
For questions about services not covered by UnitedHealthcare Plan of North Carolina, please contact the NC Medicaid Call Center at 888-245-0179 or 919-813-5550.

For Members: myuhc.com
Member Services: 800-349-1855 TTY 711
Behavioral Health Crisis Line: 877-334-1141 TTY 711
Nursing Line: 855-202-0952 TTY 711

For Providers: UHCprovider.com 800-638-3302
Claims: PO Box 5280, Kingston, NY, 12402-5280

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903
Pharmacy Services Line: 855-258-1593

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.