Provider Services contacts

- **Provider Services**: 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 carolinasprrteam@uhc.com
- **Ancillary services**: Email NC_ancillary_healthplan@uhc.com
- **AMH support**: Email UHC-AMH-Support@uhc.com
- **Electronic visit verification (EVV) support**: Email ncevw@uhc.com

**UHCprovider.com**

- **UHCprovider.com/NCcommunityplan**: Access important information about our health plan, including the care provider manual, bulletins and alerts
- **UnitedHealthcare Provider Portal**: Check member eligibility, submit claims, view claims information and keep up to date on policies and procedures

**NCTracks**

- You must be enrolled in the North Carolina Medicaid program through **NCTracks** to join UnitedHealthcare Community Plan of North Carolina
- North Carolina Medicaid uses NCTracks to manage credentialing and recredentialing
- If you have questions regarding completion of the provider enrollment online application, please contact the North Carolina Department of Health and Human Services support call center by:
  - **Phone**: 800-866-6698
  - **Fax**: 855-710-1965
  - **Email**: NCTracksprovider@nctracks.com
- You can find the form at **UHCprovider.com/claims** > Claim Reconsideration Form – Single Claim
- You have the right to review and correct information you submitted to support your credentialing/recredentialing application
- Provider record maintenance requires submission of a Manage Change Request (MCR) by contacting the NC Tracks Call Center at 800-888-6696 or through the online portal at nctracks.nc.gov
Prior authorizations/notifications

- Requirements are outlined in the UnitedHealthcare Community Plan of North Carolina care provider manual
- **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.

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 UnitedHealthcare Provider Portal. Go to UHCprovider.com and click on Sign In in the top-right corner.

- Call Provider Services at **877-842-3210** or the number on the member’s ID card

Claims/EDI

- Our medical and reimbursement policies are listed at UHCprovider.com/policies > For Community Plans
- **EDI**: Submit claims electronically as an 837 transaction, using Payer ID 87726 for UnitedHealthcare Community Plan of North Carolina
- Learn more at UHCprovider.com/edi
- **EDI support**: Call **800-210-8315**
- **Online**: Use the UnitedHealthcare Provider Portal. Go to UHCprovider.com and click on Sign In in the top-right corner

Provider appeals

- **Online**: Use the claim reconsideration option on the UnitedHealthcare Provider Portal. Go to UHCprovider.com and click on Sign In in the top-right corner.
- **Call**: Contact us at **877-842-3210** or the number on the member’s ID card. Behavioral health care professionals, please call 866-673-6315.
- **Mail**: Send the claim reconsideration form to the address on 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/pharmacy

NurseLine

• 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 care professionals: Email management@optum.com
• NC Provider Relations: Email optum.nc.pr@optum.com

Transportation

• For emergency transportation call 911
• 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
• You can submit claims for emergency ambulance transportation to UnitedHealthcare. See claims/EDI section above.
• Claims for non-emergency transportation, including NEMT, should be submitted to Modivcare interpreter services

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 – Call 866-376-6780 or 844-736-2724

Customer information

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