

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. Eastern Time, Monday–Saturday.
- **NC contracting:** Email So_Atlantic_Phys_Contracting@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 timeframes**
 - 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 **877-842-3210** or the **number on the member's ID card**



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:** Use the claim reconsideration option in the claimsLink tool at UHCprovider.com/claimsLink
- **Call:** Contact us at **877-842-3210** 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.

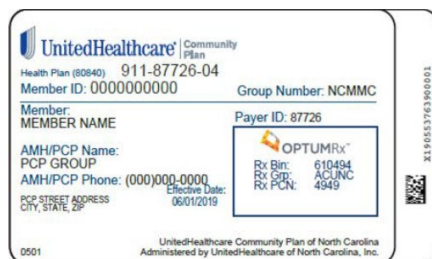


Vendor information

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



Custom information



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