

# UnitedHealthcare Community Plan of Nebraska

## Quick Reference Guide

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



### 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](https://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](https://UHCprovider.com/link).



### Provider Services

**Phone: 866-331-2243**

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



**Tip:** You can go online to get much of this information and submit transactions. To learn more, please go to [UHCprovider.com/link](https://UHCprovider.com/link).

Representatives are available Monday – Friday, 7 a.m. – 8 p.m. Central Time (except major holidays).



### Eligibility and Benefits

Check eligibility and benefits using the eligibilityLink tool on Link or by calling 866-331-2243. To access the eligibilityLink tool on Link, go to [UHCprovider.com](https://UHCprovider.com) and click on the Link button in the top right corner.



### Network Referrals

You may find a network care provider online or by calling us.

**Online:** [UHCprovider.com/findprovider](https://UHCprovider.com/findprovider)

**Phone:** 866-331-2243



### Prior Authorization Requests

**Online:** You can submit prior authorization requests online using the Prior Authorization and Notification tool on Link. Sign in to Link by going to [UHCprovider.com](https://UHCprovider.com) and clicking on the Link button in the top right corner. Then, select the Prior Authorization and Notification tile on your Link dashboard.

**Phone:** 866-604-3267

For additional information, go to [UHCprovider.com/NEcommunityplan](https://UHCprovider.com/NEcommunityplan) > [Prior Authorization and Notification](#). If you have questions, please call 866-604-3267.



### Pharmacy Services

**Phone: 800-310-6826**

Check if prior authorization is required at [UHCprovider.com/NEcommunityplan](https://UHCprovider.com/NEcommunityplan) > Pharmacy Resources & Physician Administered Drugs > [Prescription Drug/Formulary Lists, Drug Search and Updates](#).

Drug-specific forms are available at [UHCprovider.com/NEcommunityplan](https://UHCprovider.com/NEcommunityplan) > Pharmacy Resources and Physicians Administered Drugs > Pharmacy Prior Authorization > [Drug-Specific Prior Authorization Forms](#). If you have questions, please contact your Provider Advocate or call the Pharmacy Prior Authorization service at 800-310-6826.

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## Claims Submission

Please submit claims within the timely filing guidelines outlined in your contract with us.

**Electronic Claims:** Please submit electronic claims using the Claim Submission tool on Link. To access the tool, sign in to Link by going to [UHCprovider.com](http://UHCprovider.com) and clicking on the Link button in the top right corner.

**Payer ID:** 87726

### Paper Claims:

Please mail claims to:

UnitedHealthcare Community Plan of Nebraska  
P.O. Box 31365  
Salt Lake City, UT 84131

For more information on electronic billing, visit [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan) > [Claims and Payments](#).



## Claims Management and Reconsideration

**Online:** Please use the claimsLink to get the most up-to-date claims status and payment information, and submit your claim reconsideration requests. To access claimsLink, sign in to Link by clicking on the Link button in the top right corner of [UHCprovider.com](http://UHCprovider.com).

**Phone:** 866-331-2243

You can also mail a claims reconsideration request to:

UnitedHealthcare Community Plan of Nebraska  
Attention: Provider Dispute  
P.O. Box 31364  
Salt Lake City, UT 84131

The claims reconsideration request form is available at [UHCprovider.com/claims](http://UHCprovider.com/claims) > [Submit a Corrected Claim, Claim Reconsideration / Begin Appeal Process](#).



## Additional Resources

For more information on UnitedHealthcare Community Plan of Nebraska, please contact your Provider Advocate or visit [UHCprovider.com/NEcommunityplan](http://UHCprovider.com/NEcommunityplan).



## Sample Member ID Card



Health Plan/Plan de salud (80840) 911-87726-04

Member ID/ID del Miembro: 999999999 Group/grupo: NESHAD

Member/Miembro:  
SUBSCRIBER BROWN

Medicaid Number: 999999999999

PCP Name/Nombre del PCP:  
DR. PROVIDER BROWN  
PCP Phone/Teléfono del PCP:  
(999)999-9999

Payer ID/ID del Pagador: 87726



Rx Bin: 610494  
Rx Grp: ACUNE  
Rx PCN: 4444

In an emergency go to nearest emergency room or call 911.

Printed: 99/99/99



En caso de emergencia, acuda a la sala de emergencia más cercana o llame al 911.  
This card does not guarantee coverage. For coordination of care call your PCP. To verify benefits or to find a provider, visit the website [www.uhccommunityplan.com](http://www.uhccommunityplan.com) or call.

For Members/Para Miembros: 800-641-1902 TTY 711  
Vision/Servicios para la vista: 800-879-6901  
NurseLine/Línea de enfermeras: 877-543-4293  
Enrollment Broker/Agent de ventas: 866-255-2605

For Providers: [www.uhccommunityplan.com](http://www.uhccommunityplan.com) 866-331-2243  
Claims: PO Box 31365, Salt Lake City, UT 84131

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Administered by UnitedHealthcare of the Midlands, Inc.

For Pharmacist: 1-877-231-0131  
Pharmacy Claims: OotumRx PO Box 29044, Hot Springs, AR 71903