

NJ FamilyCare/Medicaid UnitedHealthcare Community Plan of New Jersey

Quick reference guide – Effective Jan. 1, 2021

This reference guide provides you with quick access to a variety of helpful resources about the UnitedHealthcare Community Plan of New Jersey NJ FamilyCare/Medicaid plan.



Provider Services

Main provider contact

Phone: Call **888-362-3368**.

Inquire about provider-related items, such as:

- Behavioral health
- Pharmacy
- Hearing services
- Vision services
- Durable medical equipment (DME)
- Hospital billing

Representatives are available weekdays, 6 a.m. – 6 p.m. (except major holidays).

For general inquiries (excluding grievances and appeals), email newjersey_pr_team@uhc.com.



UHCprovider.com/NJcommunityplan

UnitedHealthcare's provider portal for Community Plan of New Jersey. You can find:

- Policies and clinical guidelines
- Provider forms and references
- Training and education
- Bulletins and newsletters
- Care Provider Manual



UHCCommunityPlan.com/NJ

UnitedHealthcare Community Plan of New Jersey's webpage for members.



Link and Electronic Data Interchange (EDI)

Link is your secure gateway to UnitedHealthcare's online tools. Here you can:

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

EDI is an automated way to exchange information with UnitedHealthcare and other payers. To learn more about using Link and EDI, please visit UHCprovider.com/link and UHCprovider.com/edi.



Eligibility and Benefits

Use the eligibilityLink tool at UHCprovider.com/eligibility, EDI 270/271 transactions or call **888-362-3368**.



Prior Authorization Requests

Online: Go to UHCprovider.com/priorauth.

Phone: Call **888-362-3368**.

Claims Submission

Submit within 180 days of service or the time frame outlined in your Participation Agreement.

Payer ID: **86047**

Electronic Claims:

Claims can be filed as an EDI 837 transaction or by using the Claims Submission tool in UHCprovider.com/claims. Use Link to track receipt.

Mail paper claims to:

UnitedHealthcare Community Plan of New Jersey
P.O. Box 5250, Kingston, NY 12402-5250

For FedEx (use for large packages/more than 500 pages):

UnitedHealthcare Community Plan of New Jersey
1355 S. 4700 West, Suite 100, Salt Lake City, UT 84104

You will receive a provider remittance advice (PRA) with details of your claims reimbursement after receipt.



Claims Reconsideration

You can submit any one-time case reviews of an administrative denial within 90 days from the determination date.

Mail reconsiderations to:

UnitedHealthcare Community Plan of New Jersey
Attention: Reconsideration
P.O. Box 31364, Salt Lake City, UT 84131-0364

Submit electronic reconsiderations on UHCprovider.com/claims. Use Link to track the receipt.



Claims Management and Reconsideration Use Claims Tool available at UHCprovider.com/claims or call **888-362-3368**.



Appeals Submission

Mail formal appeals to:
UnitedHealthcare Community Plan of New Jersey
Attention: Appeals
P.O. Box 31364, Salt Lake City, UT 84131-0364



Coordination of Benefits

If Coordination of Benefits (COB) is involved where UnitedHealthcare is considered a secondary payer, COB of claims should be submitted within 60 days from the date of the primary insurer's explanation of benefits (EOB) or 180 days from the dates of service, whichever is later.



Prescription Drugs

For a Formulary List and links to Prior Authorization requests, visit [UHCprovider.com/NJcommunityplan](https://uhcprovider.com/NJcommunityplan) > Pharmacy Resources and Physician-Administered Drugs. Call **800-310-6826** for assistance.



PreCheck MyScript®

Integrated directly within your EMR and allows you to easily run a pharmacy trial claim and get real-time prescription coverage detail for your UnitedHealthcare patients. Visit [UHCprovider.com/precheckmyscript](https://uhcprovider.com/precheckmyscript).



Cardiology Prior Authorization

For prior authorization or a current list of CPT® codes that require prior authorization, visit [UHCprovider.com/cardiology](https://uhcprovider.com/cardiology). Click Menu on the top left, select Prior Authorization and Notification, then Cardiology.



Radiology Prior Authorization

Visit [UHCprovider.com](https://uhcprovider.com) > Prior Authorization and Notification > Radiology. Call **866-889-8054**.



Healthy First Steps

Program to assist pregnant women for prenatal and perinatal care. Refer pregnant and high-risk OB members. Call **877-813-3417**, TTY 711, weekdays from 8 a.m. – 7 p.m. (except major holidays).



Care Coordination and Management

Refer members with complex conditions who frequently use health care services or special needs. **NJ FamilyCare/Medicaid:** Call **888-362-3368**. **MLTSS NJ FamilyCare/Medicaid:** Call **888-702-2168**.



Care Provider Manual

UnitedHealthcare Community Plan of New Jersey's provider administrative reference guide. Visit [UHCprovider.com/NJcommunityplan](https://uhcprovider.com/NJcommunityplan) > Care Provider Manuals > New Jersey > [View the UnitedHealthcare Community Plan of New Jersey Care Provider Manual](#).



Provider Orientation Training

Visit [UHCprovider.com/training](https://uhcprovider.com/training) for access to self-guided training. Learn about how to work with UnitedHealthcare and other continuing education modules to keep you informed and up-to-date.



Provider Enrollment

Contact the National Credentialing Center (NCC) by calling **877-842-3210**, and choosing telephone prompts Other Professional Services > Credentialing > Join the Network. Contact NCC for questions about the application process and status. The application review and notification of application status takes 30 days. We will not hold an application open for greater than 30 days waiting for missing required documentation from the initial submission. Email newjersey_pr_team@uhc.com to inquire whether new provider applications are being accepted.





Assisted Living/Nursing Facility Questions

Phone: Call **888-702-2168**



UnitedHealthcare Community Plan NJ FamilyCare

<p> UnitedHealthcare® Community Plan</p> <p>Health Plan (80840) 911-86047-08</p> <p>Member ID: 000300076 Group Number: NJFAMCAR</p> <p>Member: REISSUE ENGLISH</p> <p>PCP Name: DOUGLAS GETWELL PCP Phone: (201)792-3022</p> <p>See reverse for dental/vision benefits DOI -0501</p>	<p>Payer ID: 86047</p> <p> OPTUMRx™</p> <p>Rx Bin: 610494 Rx Grp: AMNJ Rx PCN: 4343</p> <p>NJ FamilyCare A Underwritten by AmeriChoice of New Jersey, Inc.</p>	<p>Printed: 10/02/18</p> <p>If you are not sure if your problem is an emergency, call your PCP first. No prior authorization is required for emergencies. To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.</p> <p>Member Services/ Dental/Vision: 1-800-941-4647 TDD/TTY 711</p> <p>In an emergency go to nearest emergency room or call 911.</p> <p>For Providers: UHCprovider.com 1-888-362-3368 Medical Claims: PO Box 5250, Kingston, NY, 12402-5250</p> <p>Pharmacy Claims: OptumRX, PO Box 29044, Hot Springs, AR 71903 For Pharmacists: 1-877-305-8952</p>
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Sample member ID cards for illustration only. Actual information varies depending on payer, plan and other requirements.

NJ FamilyCare/Medicaid member services: 800-941-4647, TTY 711

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UnitedHealthcare Dual Complete® ONE (FIDE SNP)

UnitedHealthcare Community Plan of New Jersey

Quick reference guide – Effective Jan. 1, 2021

This reference guide provides you with quick access to a variety of helpful resources about the UnitedHealthcare Community Plan of New Jersey Dual Complete® ONE (FIDE SNP) plan.



Provider Services

This is the main provider customer service contact.

Phone: Call **888-362-3368** to inquire about provider-related items, such as:

- Behavioral Health
- Pharmacy
- Hearing Services
- Vision Services
- Durable Medical Equipment (DME)
- Hospital Billing

Representatives are available weekdays, 8 a.m. – 6 p.m. (except major holidays).

For general inquiries (excluding grievances and appeals), email newjersey_pr_team@uhc.com.



UHCprovider.com/NJcommunityplan

UnitedHealthcare's provider portal for Community Plan of New Jersey. You can find:

- Policies and Clinical Guidelines
- Provider Forms and References
- Training and Education
- Bulletins and Newsletters
- Care Provider Manual



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Link and Electronic Data Interchange (EDI)

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- Submit claims and check status
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- Request prior authorization
- Update facility/practice data

EDI is an automated way to exchange information with UnitedHealthcare and other payers. To learn more about using Link and EDI, please visit UHCprovider.com/link and UHCprovider.com/edi.



Eligibility and Benefits

Use the eligibilityLink tool at UHCprovider.com/eligibility, EDI 270/271 transactions or call **888-362-3368**.



Prior Authorization Requests

Online: Go to UHCprovider.com/priorauth.

Phone: Call **888-362-3368**.

Claims Submission

Submit within 180 days of service, or the time frame outlined in your Participation Agreement.
Payer ID: **86047**

Electronic Claims:

Claims can be filed as an EDI 837 transaction or by using the Claims Submission tool at UHCprovider.com/claims. Use Link to track receipt.

Mail paper claims to:

UnitedHealthcare Community Plan of New Jersey
P.O. Box 5250, Kingston, NY 12402-5250

For FedEx (use for large packages/more than 500 pages):
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You will receive a provider remittance advice (PRA) with details of your claims reimbursement after receipt.



Claims Reconsideration

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Mail reconsiderations to:

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Attention: Reconsideration
P.O. Box 31364, Salt Lake City, UT 84131-0364

Submit electronic reconsiderations on UHCprovider.com/claims. Use Link to track receipt.



Claims Management and Reconsideration

Use the Link tool available on UHCprovider.com or call 888-362-3368.



Appeals Submission

Mail formal appeals to:
UnitedHealthcare Community Plan of New Jersey
Attention: Appeals
P.O. Box 31364, Salt Lake City, UT 84131-0364



Coordination of Benefits

UnitedHealthcare Community Plan is managing both the member's Medicaid and Medicare services under the UnitedHealthcare Dual Complete ONE (FIDE SNP) plan, you won't have to submit the claim twice as a participating provider. Our internal process will settle the secondary Medicaid claim once the Medicare claim is processed. UnitedHealthcare Community Plan of New Jersey will always be the Medicaid payer.



Prescription Drugs

For a Formulary List and links to Prior Authorization requests, visit UHCprovider.com/NJcommunityplan > Pharmacy Resources and Physician-Administered Drugs. Call **800-310-6826** for assistance.



PreCheck MyScript®

Integrated directly within your EMR, this tool allows you to easily run a pharmacy trial claim and get real-time prescription coverage detail for your UnitedHealthcare patients. Visit UHCprovider.com/precheckmyscript.



Cardiology Prior Authorization

For prior authorization or a current list of CPT® codes that require prior authorization, visit UHCprovider.com/cardiology. Click Menu on top left, select Prior Authorization and Notification, then Cardiology.



Radiology Prior Authorization

Visit UHCprovider.com > Prior Authorization and Notification > Radiology. Or call **866-889-8054**.



Healthy First Steps

Program that assists pregnant women for prenatal and perinatal care. Refer pregnant and high-risk OB members. Call **877-813-3417**, TTY **711**, weekdays from 8 a.m. to 7 p.m. (except major holidays).



Care Coordination and Management

Refer members with complex conditions who frequently use health care services or special needs. Dual Complete ONE/FIDE SNP: Call **888-362-3368**.
MLTSS Dual Complete ONE/FIDE SNP: Call **888-702-2168**.



Network Referrals

Online: Go to UHCprovider.com > Find Dr. > Search for a Provider > Medical Directory > Medicare Plans > UnitedHealthcare Dual Complete.

Phone: Call **888-362-3368**.

To submit a behavioral health service referral, please call **888-362-3368**.



Care Provider Manual

UnitedHealthcare Community Plan of New Jersey's provider administrative reference guide. Visit UHCprovider.com/NJcommunityplan > Care Provider Manuals > New Jersey > View the UnitedHealthcare Community Plan of New Jersey Care Provider Manual.



Provider Orientation Training

Visit UHCprovider.com/training for access to self-guided training. Learn about how to work with UnitedHealthcare and other continuing education modules to keep you informed and up-to-date.



Model of Care Training

Please complete the required Model of Care training at UHCprovider.com > Menu > Resource Library > Training > Special Needs Model of Care Training for Providers.



Provider Enrollment

Contact the National Credentialing Center (NCC) by calling **877-842-3210** and choosing the following telephone prompts: Other Professional Services > Credentialing > Join the Network. Contact NCC for questions about the application process and status. The application review and notification of application status takes 30 days. We will not hold an application open for greater than 30 days waiting for missing required documentation from the initial submission. Email newjersey_pr_team@uhc.com to inquire whether new provider applications are being accepted.



Assisted Living/Nursing Facility Questions

Phone: Call **888-702-2168**.



OptumHealth NurseLine

Phone: Call 877-440-9407, 7 days a week, 24 hours a day.



Personal Emergency Response System (Tunstall)

Phone: Call 800-514-4911, Monday – Friday, 8 a.m. – 8 p.m.




UnitedHealthcare Dual Complete ONE

For more information about Dual Complete ONE (FIDE SNP) for New Jersey, visit UHCprovider.com/NJcommunityplan > New Jersey UnitedHealthcare Dual Complete® Special Needs Plans



UnitedHealthcare Community Plan Dual Complete ONE, Sample Cards

 <p>UnitedHealthcare Dual Complete ONE</p> <p>Health Plan (80840): 999-99999-99 Member ID: 999999999 Group Number: NJDUALCM</p> <p>Member: SUBSCRIBER BROWN UHC Medicaid ID: 999999999999 Payer ID: 86047</p> <p>PCP Name: DR. PROVIDER BROWN PCP Phone: (999)999-9999 Provider Network Name Copay: No Copays</p> <p>Dental Benefits Included</p>  <p>Rx Bin: 999999 Rx Grp: XXXXXXXX Rx PCN: 9999</p> <p><small>H3113 PBP# 005 Preauthorization not required for emergency care UnitedHealthcare Dual Complete® ONE (HMO D-SNP)</small></p>	<p>Customer Service Hours: 8 a.m. to 8 p.m. local time, 7 days a week</p> <p>For Members Website: www.UHCCommunityPlan.com Customer Service: SEE YOUR CARD TTY 711 Mental Health: SEE YOUR CARD TTY 711</p> <hr/> <p>For Providers UHCprovider.com 999-999-9999 Medical Claim Address: PO Box 12345, Anywhere, USA</p> <p>Pharmacy Claims PO Box 12345, Anywhere, USA For Pharmacists 999-999-9999</p>
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Sample member ID cards for illustration only. Actual information varies depending on payer, plan and other requirements.

Dual Complete ONE/FIDE SNP Member Services

Phone: 800-514-4911, TTY: 711

UnitedHealthcare Community Plan of New Jersey

Home- and Community-Based Services quick reference guide

This reference guide provides you with quick access to a variety of helpful resources about UnitedHealthcare Community Plan of New Jersey Home- and Community-Based Services (HCBS).



Prior Authorization Requests

Phone: 866-604-3267

Fax: 888-840-9284

All Home and Community Based Services (HCBS) or Managed Long Term Services and Supports (MLTSS) require prior authorization.

All members requiring HCBS/MLTSS receive a comprehensive assessment by a case manager. Case managers work with members to develop a person-centered care plan that includes:

- Coordination and monitoring of needed services
- Communication of necessary information about changes in the members' health or the ability to help care providers in planning, delivering and monitoring services
- Coordination of resources across all facets of care to help coordinate care
- Identification of needed HCBS/MLTSS services by the case manager and member, based on the care plan. After agreement on the services, the case manager authorizes the HCBS/MLTSS services.

If you need assistance identifying a member's Care Coordinator, please call 866-604-3267, 8 a.m. – 5 p.m. Eastern Time, Monday – Friday.



Claims Submission

Electronic Claims:

Claim Submission Tool

You can submit claims electronically using our Claim Submission tool at UHCprovider.com/claims > **Submit a Claim**. Here you can also find more information and training for filing claims.

Office Ally

Office Ally is a free, web-based service where you can enter professional (CMS-1500) and institutional (UB-04) claims manually or upload them through your existing software.

To learn more, contact Office Ally at 360-975-7000, option 3 and refer to code **UHCCP** or go to UHCprovider.com/edi > EDI Clearinghouse Options.

Electronic Data Interchange (EDI) Clearinghouse

You can select any clearinghouse with a connection to UnitedHealthcare to exchange EDI transactions. To learn more, go to UHCprovider.com/edi > Electronic Transactions.

Please submit claims within 365 days of service.

Payer ID: 86047

Paper Claims:

Please mail claims to the address listed on the back of the member's ID card.



Other Resources for HCBS and MLTSS Care Providers

Your Provider Advocate

For more information about the UnitedHealthcare Community Plan of New Jersey HCBS services, please contact our HCBS Provider Advocate team at hcbs_northeast_pr@uhc.com.

Community Plan Website

On the date your program starts, you can access UnitedHealthcare Community Plan network participation information, including your provider manual, resources for claims and member information, training and education information and network news.

Go to UHCprovider.com/NJcommunityplan.

Electronic Tools and Resources

Visit UHCprovider.com/NJcommunityplan > Claims and Payments > Electronic Data Interchange (EDI).

Link

Link is your gateway to UnitedHealthcare's online tools. Use Link online tools to quickly find the comprehensive information you need. To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner.

To learn more about using Link, please visit UHCprovider.com/link. If you need technical help to access Link, please email ProviderTechSupport@uhc.com or call our Help Desk at 866-842-3278, option 1, 8 a.m. – 10 p.m. Eastern Time, Monday – Friday.

Provider Services

Call Provider Services to:

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

Phone: 888-362-3368

You may be prompted to enter the member's date of birth, the date of service, the member's ID number and the group number listed on the member's ID card.

Representatives are available weekdays, 8 a.m. – 6 p.m. Eastern Time (except major holidays).

Provider Enrollment

If you are interested in becoming a participating MLTSS provider, please email NJ_MLTSS_CRED@UHC.com for more information or to request a credentialing application. Please include the name of the facility and the words "Credentialing Application" on the subject line.

MLTSS Care Management

Phone: 800-645-9409

Contact for questions about Personal Preference Program (PPP).



Behavioral Health Quick Reference Guide

New Jersey FamilyCare & FIDE SNP

Call Center for UnitedHealthcare	<p>1-888-362-3368</p> <ul style="list-style-type: none">• Appeals and Grievances• Claims• Coordination of Benefits• Dual eligible members with Medicare• Medicaid members with commercial coverage• Billing concerns• Office Base Addictions Treatment Services• Behavioral Health Care Management• Care Coordination
Websites & What's Available	<p>providerexpress.com</p> <ul style="list-style-type: none">• New Provider Orientation "Navigating Optum" viewable on demand• Network Manual• Demographic Updates• Guidelines / Policies & Manuals• Clinical Resources• Level of Care Guidelines• Administrative Resources• Recovery & Resiliency Toolkit• Video Channel• Best Practices Guidelines• Webinars/Training Resources <p>uhcprovider.com</p> <ul style="list-style-type: none">• State-specific health plan information• Check member eligibility• Check claim status & payments• Claims Reconsideration• Electronic Data Interchange (EDI) information• Tools & Resources• Tutorials

Claims Submission	<p>Paper Claim submission: Optum Behavioral Health P.O. Box 30760 Salt Lake City, UT 84130-0760</p> <p>Claims must be submitted within 180 days from the date of service</p>
EDI	<p>Claims Payer ID: 87726 Electronic Remittance Advice (ERA) Payer ID: 86047 EDI Support: 1-800-210-8315 or email ac_edi_ops@uhc.com</p>
Electronic Payments & Statements (EPS)	<p>It's quick and easy, go to uhcprovider.com > Claims & Payments > Electronic Payments & Statements Questions – 1-866-842-3278, option 5</p>
Clinical Appeals	<p>NJ FamilyCare: Optum Appeals & Grievances P.O. Box 30512 Salt Lake City, UT 84130-0512</p> <p>Fide SNP: UnitedHealthcare Appeals Department P.O. Box 31364 Salt Lake City, UT 84131-0364</p>
Best Practice Guidelines	<p>We have adopted Best Practice Guidelines, which were developed by nationally recognized organizations. Provider Express > Guidelines/Policies & Manuals > Best Practice Guidelines</p>
Utilization Management Guidelines	<ul style="list-style-type: none"> • Emergent admissions require notification within 24 hours of admission. • Prior Authorization is required for all non-emergent inpatient Admissions. • Comorbidity Diagnosis with a Medical and Behavioral Admission require both a Medical <i>AND</i> <i>subsequent</i> Behavioral Health Authorization or separate notification. • To obtain Prior Authorization call 1-888-362-3368 - Enter TIN #, select option 3 (intake), enter member ID/DOB, select option for “Mental Health” • We do not accept faxes. A call is required.
Level of Care Guidelines	<ul style="list-style-type: none"> • Optum Level Of Care Guidelines for Mental Health Level Of Care and can be found at: providerexpress.com > Clinical Resources > Level of Care Guideline • UnitedHealthcare Community Plan uses ASAM level of Care Guidelines for Alcohol and Drug Treatment and Substance Use Disorder (SUD) • Reference: American Society of Addiction Medicine (ASAM) asam.org/resources/the-asam-criteria

Network Management Contacts	<p>Barbara Pinkston-Martinez, Network Manager for Facilities and Clinics</p> <p>njnetworkmanagement@optum.com Provider Escalated Issues: 1-877-614-0484 Fax: 1-866-483-6254</p>
Pharmacy	<p>UnitedHealthcare Community Plan Pharmacy Services Department Fax: 1-866-940-7328 Phone: 1-800-310-6826</p> <p>Link to Preferred Drug List: uhcprovider.com/content/dam/provider/docs/public/commplan/nj/pharmacy/NJ-Preferred-Drug-List-Provider.pdf</p>
Provider Enrollment	<p>To request to join the network, visit: https://www.providerexpress.com/content/ope-provexpr/us/en/our-network.html</p> <p>The review and notification timeline of a clean application takes between 45-60 days. Email njnetworkmanagement@optum.com to inquire whether new provider applications are being accepted.</p>