# UnitedHealthcare Community Plan of New Jersey FamilyCare plan

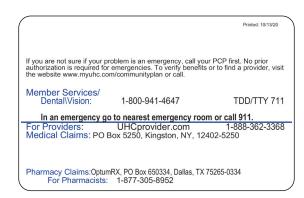
Quick reference guide

This reference guide provides a variety of resources for the New Jersey FamilyCare plan. We offer this plan through UnitedHealthcare Community Plan.



# Sample member ID card





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



# **Community Plan of New Jersey home page**

You can access a variety of resources at UHCprovider.com/NJcommunityplan, including:

- Policies and clinical guidelines
- · Provider forms and references
- Training and education
- · Bulletins and newsletters
- The New Jersey Care Provider Manual





# **UnitedHealthcare Provider Portal**

To sign in to the UnitedHealthcare Provider Portal, visit **UHCprovider.com** and click the sign in button at the top right of the screen. This secure online portal gives you access to patient information and more. To use the portal, you will first need to register for a One Healthcare ID, if you don't already have one. Visit **UHCprovider.com/access** for detailed instructions and training.

In the portal, you can:

- · Confirm member eligibility and benefits
- · Submit claims and check status
- Submit reconsideration requests
- · Request a referral
- Request prior authorizations
- · Update facility or practice data

### **Claims**

Please submit claims for a service within 180 days or the time frame outlined in your Participation Agreement. Upon submission, you'll receive a provider remittance advice (PRA) with details of your claims reimbursement after receipt.

If we're a secondary payer as part of coordination of benefits (COB) claims, please submit the claims 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 second.

To submit a claim, please use Payer ID 86047 and sign in to the portal. Or, use one of the following options:

- Electronic data interchange (EDI): EDI 837 transaction
- Mail: UnitedHealthcare Community Plan of New Jersey

P.O. Box 5250

Kingston, NY 12402-5250

### Reconsiderations

Within 90 days of our determination date, you can submit a reconsideration for us to review administrative claim denials.

- Online: Sign in to the secure provider portal at UHCprovider.com
- Mail: UnitedHealthcare Community Plan of New Jersey

Attention: Reconsideration

P.O. Box 31364

Salt Lake City, UT 84131-0364

## **Appeals**

Please mail formal appeals by mail to:

UnitedHealthcare Community Plan of New Jersey

Attention: Appeals P.O. Box 31364

Salt Lake City, UT 84131-0364





# **Network health care professionals**

To access information about network health care professionals for a referral, please visit our **medical care directory.** 



# **Prescription medications**

For prescription drug lists and pharmacy information, please visit our **Pharmacy Resources** and **Physician Administered Drugs** page. For assistance, please call Optum Rx® prescriber prior authorization services at 800-310-6826.



### **Care coordination**

Refer members with complex conditions who frequently use health care services or special needs.

NJ FamilyCare plan: Call 888-362-3368

Managed long term services and supports (MLTSS): Call 888-702-2168



### **Doulas**

- To learn how to enroll as a doula into the plan, please see the New Jersey Department of Human Services (NJ DHS) **information form** at state.nj.us
- For information from the Department of Human Services, please visit their **Doula Care** page at ni.gov
- To find network doulas, please visit our Doula Provider Directory



### Join our network

Please visit the **Join Our Network** page for information about how to submit your participation request and next steps. We review applications and provide decisions within 30 days.



# We're here to help

- New Jersey Community Plan Provider Services: Call 800-941-4647 or email northeastprteam@uhc.com if you have questions about the following:
  - Behavioral health
  - Dental, hearing and vision services
  - Durable medical equipment (DME)
  - Electronic visit verification (EVV) for all services
    - For Home- and Community-Based Services, please email nj\_hcbs\_pr@uhc.com
  - Home health
  - Hospice
  - Joining our network
  - MLTSS
  - Pharmacy
  - Prior authorizations
  - Referrals
- MLTSS NJ FamilyCare/Medicaid team: Call 888-702-2168 for MLTSS questions, such as about assisted living and nursing facilities
- Optum Health NurseLine: Call 877-440-9407 (available 7 days a week, 24 hours a day)

