

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 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. ET, 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.

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.

UnitedHealthcare 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).

Provider Portal

The Provider Portal is your gateway to UnitedHealthcare's online tools. Use the Provider Portal online tools to quickly find the comprehensive information you need. To access the portal, go to UHCprovider.com and click on the Sign In button in the top right corner.

To learn more about using the Provider Portal, please visit UHCprovider.com/portal. If you need technical help to access the portal, please email ProviderTechSupport@uhc.com or call our Help Desk at **866-842-3278**, option 1, 8 a.m.–10 p.m. ET, 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 8 a.m.–6 p.m. ET, Monday–Friday (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. 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).

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