

UnitedHealthcare Dual Complete ONE (FIDE SNP)

UnitedHealthcare Community Plan of New Jersey
Quick reference guide – Effective Jan. 1, 2022

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.

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 8 a.m.–6 p.m., Monday–Friday (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'll 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.



Provider Portal and electronic data interchange

The Provider Portal is your secure gateway to UnitedHealthcare online tools. Here you can:

- Confirm member eligibility and benefits
- Submit claims and check status
- Submit reconsideration requests
- Request prior authorization
- Update facility or practice data

Electronic data interchange (EDI) is an automated way to exchange information with UnitedHealthcare and other payers. To learn more about using the Provider Portal and EDI, please visit UHCprovider.com/portal and UHCprovider.com/edi.

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Eligibility and benefits

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



Prior authorization requests

Online: UHCprovider.com/priorauth

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 Provider Portal 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'll 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 Provider Portal to track receipt.



Claims management and reconsideration

Use **Provider Portal** resources 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.

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PreCheck MyScript®

Integrated directly within your EMR, this tool allows you to easily run a pharmacy trial claim and get real-time prescription coverage details 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.



Radiology prior authorization

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



Healthy First Steps™

Program that assists pregnant women with prenatal and perinatal care. Refer pregnant and high-risk OB members. Call **800-599-5985**, TTY **711**, 8 a.m.–5 p.m., Monday–Friday (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 > Our Network > Search for a Provider > Medical Directory > Medicare Plans (ZIP) > UnitedHealthcare Dual Complete.

Phone: **888-362-3368**

To submit a behavioral health service referral, 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 > Resources > 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 with questions about the application process and status. The application review and notification of application status takes 30 days. We'll 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 if new provider applications are being accepted.

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Assisted living, nursing facility questions

Phone: 888-702-2168



OptumHealth NurseLine

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



Personal emergency response system (Tunstall)

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



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

		UnitedHealthcare Dual Complete ONE	
Health Plan (80840): 999-99999-99			
Member ID: 999999999		Group Number: NJDUALCM	
Member: SUBSCRIBER BROWN			
UHC Medicaid ID: 999999999999		Payer ID: 86047	
PCP Name: DR. PROVIDER BROWN		Dental Benefits Included 	
PCP Phone: (999)999-9999		Rx Bin: 999999	
Provider Network Name		Rx Grp: XXXXXXXX	
Copay: No Copays		Rx PCN: 9999	
<small>H3113 PBP# 005</small>			

Customer Service Hours: 8 a.m. to 8 p.m. local time, 7 days a week			
For Members			
Website:	www.UHCCommunityPlan.com		
Customer Service:	SEE YOUR CARD	TTY	711
Mental Health:	SEE YOUR CARD	TTY	711
<hr/> For Providers UHCprovider.com 999-999-9999			
Medical Claim Address: PO Box 12345, Anywhere, USA			
Pharmacy Claims PO Box 12345, Anywhere, USA			
For Pharmacists 999-999-9999			

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

DMAHS Approved April 2022

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