

NJ FamilyCare/Medicaid 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 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.



Provider Portal and electronic data interchange (EDI)

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

- Confirm member eligibility and benefits
- Submit claims and check status
- Submit reconsideration requests
- 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 the Provider Portal and EDI, please visit UHCprovider.com/portal 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: 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 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 the 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 > 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.



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.

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 > 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.



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.



Assisted living and nursing facility questions

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

UnitedHealthcare Community Plan NJ FamilyCare

UnitedHealthcare | Community Plan
Health Plan (80840) 911-86047-08
Member ID: 000300076 Group Number: NJFAMCAR
Member: REISSUE ENGLISH Payer ID: 86047
PCP Name: DOUGLAS GETWELL PCP Phone: (201)792-3022
Rx Bin: 610494 Rx Grp: AMNJ Rx PCN: 4343
See reverse for dental/vision benefits. NJ FamilyCare A
DOI -0501 Underwritten by AmeriChoice of New Jersey, Inc.

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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.
Member Services/
Dental/Vision: 1-800-941-4647 TDD/TTY 711
In an emergency go to nearest emergency room or call 911.
For Providers: UHCprovider.com 1-888-362-3368
Medical Claims: PO Box 5250, Kingston, NY, 12402-5250
Pharmacy Claims: OptumRX, PO Box 29044, Hot Springs, AR 71903
For Pharmacists: 1-877-305-8952

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



NJ FamilyCare/Medicaid Member Services

Phone: **800-941-4647**, TTY **711**

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