

# CoverKids UnitedHealthcare Community Plan of Tennessee

Quick reference guide

Effective **Jan. 1, 2021**, UnitedHealthcare Community Plan is participating in the CoverKids program. CoverKids is the Children's Health Insurance Program (CHIP) in Tennessee. The program offers free health coverage for pregnant women and free or low-cost health coverage for children, younger than age 19, who don't have insurance and who don't qualify for TennCare.



## Link

Link is your gateway to UnitedHealthcare's online self-service tools. Use Link to:

- Verify member eligibility
- Request prior authorization/notification
- Submit claims and check claims status
- Submit a claims reconsideration or appeal
- Submit a referral
- Access reports and data
- Check referrals
- Check prescription coverage and price
- Update provider demographic information

To access Link, go to [UHCprovider.com/Link](https://UHCprovider.com/Link) and sign in with your Optum ID. If you don't have an Optum ID, go to [UHCprovider.com/newuser](https://UHCprovider.com/newuser).



## Provider services

Phone: Call 800-690-1606

Representatives are available weekdays 8 a.m.–6 p.m. ET. You can call Provider Services to:

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



## Eligibility and benefits

Phone: Call 800-690-1606

Online: Visit [UHCprovider.com/eligibilityLink](https://UHCprovider.com/eligibilityLink)



## Prior authorization and notification

Medical Services phone: Call 800-690-1606

Online: Visit [UHCprovider.com/paan](https://UHCprovider.com/paan)

### Cardiology prior authorization

Phone: Call 800-690-1606

Online: Visit [UHCprovider.com/cardiology](https://UHCprovider.com/cardiology)

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### **Radiology prior authorization**

Phone: Call 866-889-8054

Online: Call [UHCprovider.com/radiology](http://UHCprovider.com/radiology)

### **Behavioral health**

To submit a behavioral health service referral, please call 800-690-1606.

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### **Care professional network**

The Provider Directory includes network physicians, clinics, facilities and specialists. The website include links to specialty directories, including behavioral health.

Phone: Call 800-690-1606

Online: Visit [UHCprovider.com/findprovider](http://UHCprovider.com/findprovider)

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### **Claims submission**

Policies, instructions and tips

Phone: Call 800-690-1606

Online: Visit [UHCprovider.com/claims](http://UHCprovider.com/claims)

### **Electronic claims**

Please submit claims within 120 days of service. Use Payer ID 95378.

**EDI:** Go to [UHCprovider.com/edi](http://UHCprovider.com/edi) > Companion Guides

**Link:** Visit [UHCprovider.com/claimsLink](http://UHCprovider.com/claimsLink)

Mail paper claims to:  
UnitedHealthcare Community Plan  
P.O. Box 5220  
Kingston, NY 12402-5220

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### **Claims reconsideration and appeals**

Phone: Call 800-690-1606

Online: Visit [UHCprovider.com/claimsLink](http://UHCprovider.com/claimsLink)

### **Paper Reconsideration and Appeals form**

Online: Visit [UHCprovider.com/claims](http://UHCprovider.com/claims)

### **Reconsiderations mailing address:**

UnitedHealthcare Community Plan  
P.O. Box 5220  
Kingston, NY 12402-5240

### **Appeals mailing address:**

UnitedHealthcare Community Plan  
Grievances and Appeals  
P.O. Box 5220  
Kingston, NY 12402-5220

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### **Pharmacy**

Prior approval/clinical phone: Call 866-434-5524

Online: Go to [optumrx.com](http://optumrx.com) > [Health Care Professionals](#)

OptumRx oversees and manages our network pharmacies. OptumRx covers pharmacy services except in the following cases. We reimburse for injectable drugs obtained in an office/clinic setting and for care providers providing both home infusion services and the drugs and biologics.

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## Provider Administrative Manual

The CoverKids Provider Manual is included in the UnitedHealthcare Community Plan Care Provider Manual. To access the manual, go to [UHCprovider.com/manuals](http://UHCprovider.com/manuals) > Tennessee.



## Physician Advocates

If you have questions or need assistance, please contact your Physician Advocate.

Phone: Call 800-690-1606

Email: [tn\\_provider\\_requests@uhc.com](mailto:tn_provider_requests@uhc.com)



## Additional resources

Visit [UHCprovider.com/TNcommunityplan](http://UHCprovider.com/TNcommunityplan) for more information about UnitedHealthcare Community Plan of Tennessee, including:

- Claims tools and resources
- Provider training and education
- Policies and clinical guidelines
- Provider Services phone number and mailing addresses



## Additional key contacts for providers

### Optum Behavioral Health

Phone: Call 800-690-1606

Online: Go to [UHCprovider.com/TNcommunityplan](http://UHCprovider.com/TNcommunityplan) > [Behavioral Health](#)

### Optum Physical Health

Physical therapy, occupational therapy, speech language pathology and chiropractors

Phone: Call 800-690-1606

Online: Visit [myoptumhealthphysicalhealth.com](http://myoptumhealthphysicalhealth.com)

### March Vision

Phone: Call 844-966-2724

Online: Visit [marchvisioncare.com](http://marchvisioncare.com)


### DentaQuest

Phone: Call 888-291-3766

Online: Visit [dentaquest.com](http://dentaquest.com)



## CoverKids sample member ID card

		CoverKids
Health Plan (80840)		
Member ID: 000000000	Group Number: TNTNCARE	
Member:	Payer ID: 95378	
Member Name		
PCP Name:	Provider Name	
Date of Birth: 10/02/2006	Effective Date:	
	01/01/2021	
COPAY Level 2:OV/SPEC/IPH \$5/\$5/\$5		
0501	Cover Kids Benefit N Administered by UnitedHealthcare Community Plan, Inc.	

<p>You should always see your Primary Care Provider (PCP) before receiving medical treatment from any provider (except for emergencies). In a medical emergency, care may be obtained from the closest medical care provider. Notify both your Primary Care Provider and your local UnitedHealthcare office after receiving such care.</p>		
For Members:	www.myuhc.com/communityplan	866-600-4985
NurseLine:		866-600-4985
Dental:		888-291-3766
Mental Health:		866-600-4985
For Providers:		800-690-1606
Medical Claims:	PO Box 5220, Kingston, NY, 12402-5220	

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