



# Care Provider Overview of UnitedHealthcare Community Plan Benefit Coverage in Washington

- **Apple Health Integrated Managed Care (IMC)** A plan offering a range of physical and behavioral health benefits for pregnant women, children up to age 21, and adults who meet income requirements.
- **Behavioral Health Services Only (BHSO)** Available to Washington residents who meet income requirements and are eligible for Washington Apple Health (Medicaid) but receive physical health services through another program. BHSO offers a range of behavioral health benefits including mental health services and drug or alcohol treatment.
- **Dual Special Needs Plan**  
For people who have Medicare Parts A & B and Medicaid. Offers more benefits and features than original Medicare.



# Apple Health IMC, BHSO and DSNP Service Area



UnitedHealthcare  
Community Plan of  
Washington is proud to  
serve Clallam, Cowlitz,  
Grays Harbor, Island,  
Jefferson, King, Kitsap,  
Lewis, Mason, Pacific,  
Pierce, San Juan, Skagit,  
Snohomish, Thurston,  
Wahkiakum and  
Whatcom counties.

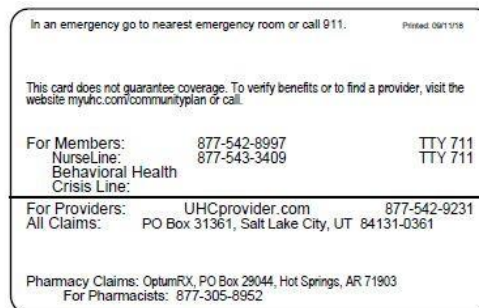
\*DSNP plan in Benton, Clark, Cowlitz, Franklin, King, Kitsap, Lewis, Pierce, Skagit, Snohomish, Spokane, Thurston, Walla Walla, Whatcom and Yakima counties.

# Member ID Cards

## State Issued ID Card:



## UnitedHealthcare Community Plan ID Card:



We recommend that you verify eligibility before providing medical services or medication to UnitedHealthcare Community Plan members.

- Use eligibilityLink at [UHCprovider.com/eligibility](https://UHCprovider.com/eligibility)
- Call Provider Services at **1-877-542-9231**

\*Not verifying eligibility may result in claim denial.

# Apple Health IMC Core Member Benefits

## UnitedHealthcare Covered Services:

- Primary Care Services
- Maternity and Pregnancy Care
- X-rays and Laboratory Services
- Specialist Services
- Hospital Services
- Hearing Tests
- Family Planning
- Well-Child Visits
- Prescriptions
- Durable Medical Equipment
- Behavioral Health & Substance Abuse
- Vision Exams



Members do not have a copay for services listed above. For a detailed list of covered and non-covered services the member should access their member handbook. This can be found at [UHCCommunityPlan.com/WA](https://UHCCommunityPlan.com/WA) or the secure member portal.

# Apple Health IMC Core Member Benefits:

## State Covered Services:

- Transportation for Non-Emergency Medical Appointments
- Dental Services
- Eyeglasses and Fitting for Children (age 20 and younger)
- Long-Term Care Services and Supports



For questions about services administered by the state, members can call Health Care Authority Apple Health Customer Service at **1-800-562-3022**.

# UnitedHealthcare Community Plan Member Programs

## Virtual Resources

- NurseLine
- Telemedicine
- Dr. Chat App
- UnitedHealthcare Health4Me®

## Healthy Living

- Quit For Life® Program
- Substance Use Disorder Helpline
- Boys & Girls Club Youth Programs
- UnitedHealthcare On My Way (OMW™)

## Pregnancy and Postpartum Programs

- Healthy First Steps® Pregnancy Program
- Breast Pumps



Each of these benefits are available at no additional cost to the member. If a member wants more information about any of these programs, they can call UnitedHealthcare Member Services at **1-877-542-8997, TTY 711.**

# UnitedHealthcare Community Plan Member Programs Value-Added Benefits



Virtual resources helping members connect to health care when you're not available



**NurseLine** Members can call a nurse 24 hours a day, 7 days a week, including nights and weekends at **1-877-543-3409**, TTY **711**.



**Telemedicine** Telemedicine lets members schedule a live video visit with a provider. This can be helpful if it's hard to get to appointments – or if the mental health provider has limited availability. Some limitations apply. Members can learn more by calling **1-877-542-8997**, TTY **711**.



**Doctor Chat** If members have a non-emergency problem, they can skip the wait of the ER and urgent care and chat with a physician in minutes. With the app, members can connect to a doctor wherever they are without any cost.



**UnitedHealthcare Health4Me® App:** Members can access key information on the go. Members can search for nearby doctors, view the member handbook or access their member ID card.



Members can download the Doctor Chat app or UnitedHealthcare Health4Me® app from the App Store or Google Play™



# UnitedHealthcare Community Plan Member Value-Added Benefits



Healthy Living Programs to support members to live their healthiest life



**Quit For Life<sup>®</sup>** We support members with coaches and supplies through the Quit For Life<sup>®</sup> program. They can get assistance deciding which type of nicotine substitute or medication is right for them to overcome nicotine dependence, including e-cigarettes. All at no cost, at **1-866-QUIT-4-Life**.



**Substance Use Helpline** Free, confidential alcohol and drug addiction help - whenever a member may need support, 24 hours at **1-855-780-5955**.



**Boys & Girls Club Youth Programs** Members ages 6-17, are eligible for a free annual membership at participating clubs. The Boys & Girls Clubs in Washington give kids a safe and comfortable place to spend their free time, including after-school programs, mentoring and homework assistance.



**UnitedHealthcare On My Way (OMW<sup>™</sup>)** A free online resource to support young members become independent. This includes resources for housing, employment, money management and more.

# UnitedHealthcare Community Plan Member Value-Added Benefits



Pregnancy and Postpartum Programs Choice of Birth Center. Large network of hospitals across Washington for members to choose



**Choice of Doctor** Members can find a doctor or OB/GYN they trust in their network.



**Healthy First Steps**<sup>®</sup> Extra support to help members and their baby stay healthy including email appointment reminders and reward cards. Free breast pumps available for nursing moms.



**Prenatal Visits** Members have access to care for them and baby before they deliver.

# Care Provider Tools

# Prior Authorization



Prior authorization may be required for things like personal care worker services, inpatient behavioral health and transplant evaluation. For a complete listing of prior authorization requirements, visit [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth).

**1**

Submit prior authorization requests online by using the Prior Authorization and Notification tool, which can be found at [UHCprovider.com/paan](https://UHCprovider.com/paan).

**2**

View notification requirements.

**3**

Identify and bill other insurance carriers when appropriate.

# Submitting Claims



EDI Form: CMS-1500 or UB-04

Payer ID: 87726

Link: [UHCprovider.com/claims](https://UHCprovider.com/claims)



UnitedHealthcare Community Plan of Washington

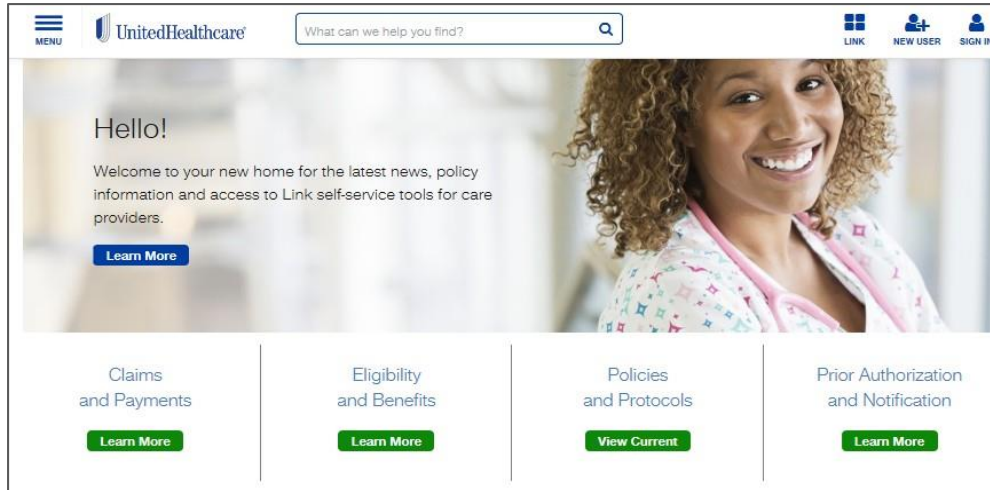
P.O. Box 31361

Salt Lake City, UT 84131-0361



**All health care professionals and facilities must hold a current Washington Medicaid identification (ID) number to seek the reimbursement for Medicaid services.**

- [hca.wa.gov/billers-providers-partners/apple-health-medicaid-providers/enroll-provider](https://hca.wa.gov/billers-providers-partners/apple-health-medicaid-providers/enroll-provider)



**Register at**  
**UHCprovider.com/newuser**  
to use Link, your gateway to  
UnitedHealthcare's online tools.

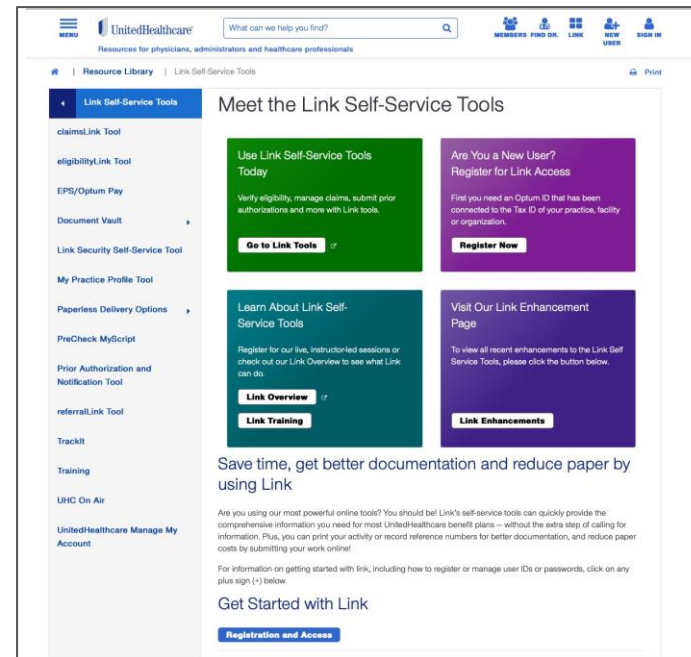
**Find**  
administrative guides, policies  
and protocols.

**Access**  
the most used transactions  
and information.

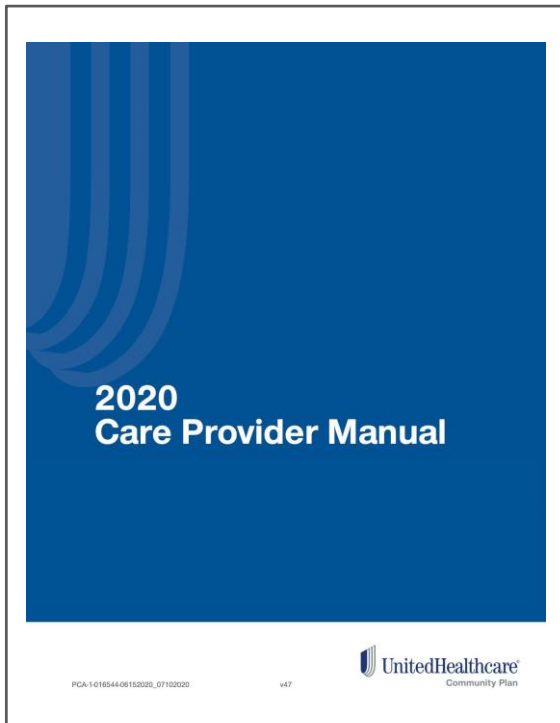
# Link Self-Service Tools

## UHCprovider.com/link

- **eligibilityLink:** Benefits and eligibility information
- **claimsLink:** Claim status and payment determination/remediation
- **Electronic Payments and Statements**
- **Paperless Delivery Options:** Turn off paper letters
- **Prior Authorization and Notification:** Prior authorization determination and submission
- **referralLink:** Referral determination and submission
- **PreCheck MyScript®:** Run a pharmacy trial claim and get real-time prescription coverage detail for your patients



The screenshot displays the UHCprovider.com/link website. The header includes the United Healthcare logo, a search bar, and navigation links for Messages, Find Us, Link, Help, and Sign In. The main content area is titled "Meet the Link Self-Service Tools" and features four prominent cards: "Use Link Self-Service Tools Today" (green), "Are You a New User? Register for Link Access" (purple), "Learn About Link Self-Service Tools" (teal), and "Visit Our Link Enhancement Page" (dark purple). Below these cards, there is a section titled "Save time, get better documentation and reduce paper by using Link" with a sub-section "Get Started with Link" and a "Registration and Access" button. A sidebar on the left lists various tools such as claimsLink, eligibilityLink, EPS/Optum Pay, Document Vault, Link Security Self-Service Tool, My Practice Profile Tool, Paperless Delivery Options, PreCheck MyScript, Prior Authorization and Notification Tool, referralLink, TrackIt, Training, and UHC On Air. The footer of the page contains the text: "Are you using our most powerful online tools? You should be! Link's self-service tools can quickly provide the comprehensive information you need for most UnitedHealthcare benefit plans -- without the extra step of calling for information. Plus, you can print your activity or record reference numbers for better documentation, and reduce paper costs by identifying your work online. For information on getting started with link, including how to register or manage user IDs or passwords, click on any plus sign (+) below."



Access the Medicaid specific Care Provider Manual and other guides at [UHCprovider.comWACommunityPlan](https://UHCprovider.comWACommunityPlan) Provider Administrative Manual and Guides.

**Additional UnitedHealthcare Support Opportunities** We look forward to working with your office to better understand our processes and procedures.

**We offer:**

- Open care opportunities events
- Member education materials
- Lunch and learn presentations for office staff
- Benefit and state program-specific programming





## Provider Services

**Phone: 877-542-9231**

**Monday – Friday, 8 a.m. – 6 p.m.**

- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims status
- Request prior authorization
- Update facility/practice data
- Submit an appeal request
- You can also take care of most of these actions online. Go to **[UHCprovider.com/link](https://UHCprovider.com/link)** to get started.



## Your Local Provider Advocate

[Washington\\_PR\\_Team@uhc.com](mailto:Washington_PR_Team@uhc.com)

# Member Resources

# Digital Tools for Members

Our members have access to their plan information online 24 hours a day.



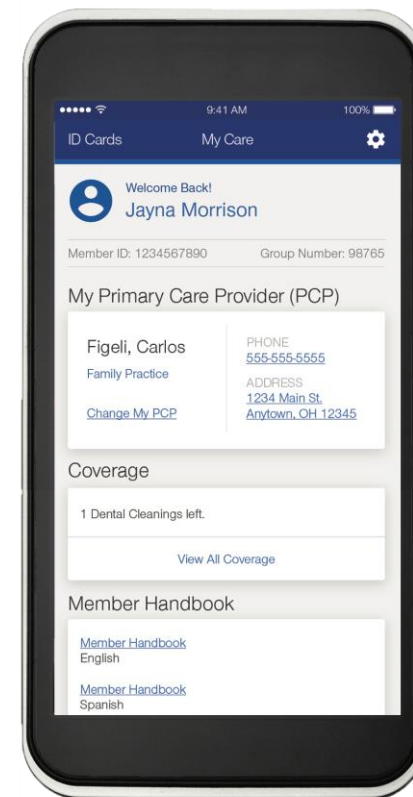
[myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan)



UnitedHealthcare Health4Me<sup>®</sup>  
mobile app



Member Service Representatives are available at **1-877-542-8997 TTY 711** , Monday – Friday, 8 a.m. – 5 p.m.



# Annual Medicaid Renewal

Most members will be auto-renewed. For those who need to complete a manual renewal, they can renew coverage by:



Call the Washington Healthplanfinder Customer Support Center at **1-855-923-4633** or UnitedHealthcare at **1-866-686-9323**, TTY **711**



Or visit **[wahealthplanfinder.org](https://www.wahealthplanfinder.org)**



Return the information from the state via mail to the return address



Download the WAPlanfinder app, select "sign in" or "create an account"

# Thank you.