UnitedHealthcare Community Plan of North Carolina

Quick reference guide



Provider Services contacts

- Provider Services: Call 800-638-3302, 8 a.m.-6 p.m. ET, Monday-Saturday
- NC contracting: Email so_atlantic_phys_contracting@uhc.com
- NC provider relations: Email carolinasprteam@uhc.com
- Ancillary services: Email NC_ancillary_healthplan@uhc.com
- AMH support: Email UHC-AMH-Support@uhc.com
- Electronic visit verification (EVV) support: Email ncevv@uhc.com



UHCprovider.com

- **UHCprovider.com/NCcommunityplan:** Access important information about our health plan, including the care provider manual, bulletins and alerts
- UnitedHealthcare Provider Portal: Check member eligibility, submit claims, view claims information and keep up to date on policies and procedures



NCTracks

- You must be enrolled in the North Carolina Medicaid program through NCTracks to join UnitedHealthcare Community Plan of North Carolina
- · North Carolina Medicaid uses NCTracks to manage credentialing and recredentialing
- If you have questions regarding completion of the provider enrollment online application, please contact the North Carolina Department of Health and Human Services support call center by:
 - Phone: 800-866-6698Fax: 855-710-1965
 - Email: NCTracksprovider@nctracks.com
- You can find the form at UHCprovider.com/claims > Claim Reconsideration Form Single Claim
- You have the right to review and correct information you submitted to support your credentialing/ recredentialing application
- Provider record maintenance requires submission of a Manage Change Request (MCR) by contacting the NC Tracks Call Center at 800-688-6696 or through the online portal at nctracks.nc.gov





Prior authorizations/notifications

- Requirements are outlined in the UnitedHealthcare Community Plan of North Carolina care provider manual
- Hospital admission notifications: Visit UHCprovider.com/paan
- 278N EDI transactions: For more information, go to UHCprovider.com/edi > 278N: Hospital Admission Notification
- Notification time frames
 - Emergency/urgent admission within 24 hours, unless otherwise indicated
 - After ambulatory surgery: 1 business day
- **Medical necessity**: UnitedHealthcare Community Plan will pay for claims deemed medically necessary. This will apply to approved services for UnitedHealthcare Community Plan members. Our Care Provider Manual outlines the requirements.



Member services/eligibility

The state Medicaid agency defines an individual's eligibility. Before providing services, please verify member eligibility and benefits by:

- Electronic Data Interchange (EDI): Request eligibility and benefits as a 270 transaction through your practice management or hospital information system. The 271 response transaction returns information back to your system. For more information, go to UHCprovider.com/edi.
- Online: Use UnitedHealthcare Provider Portal. Go to UHCprovider.com and click on Sign In in the top-right corner.
- Call Provider Services at 877-842-3210 or the number on the member's ID card



Claims/EDI

- Our medical and reimbursement policies are listed at UHCprovider.com/policies > For Community Plans
- **EDI:** Submit claims electronically as an 837 transaction, using Payer ID 87726 for UnitedHealthcare Community Plan of North Carolina
- Learn more at UHCprovider.com/edi
- EDI support: Call 800-210-8315
- Online: Use the UnitedHealthcare Provider Portal. Go to UHCprovider.com and click on Sign In in the top-right corner



Provider appeals

- Online: Use the claim reconsideration option on the UnitedHealthcare Provider Portal. Go to UHCprovider.com and click on Sign In in the top-right corner.
- Call: Contact us at 877-842-3210 or the number on the member's ID card. Behavioral health care professionals, please call 866-673-6315.
- Mail: Send the claim reconsideration form to the address on the member's ID card
- You can find the form at UHCprovider.com/claims > Claim Reconsideration Form Single Claim





Pharmacy

Pharmacy Service Line: Call 855-258-1593 (OptumRx) or visit UHCprovider.com/pharmacy



NurseLine

• NurseLine: Call 855-202-0992, 24 hours a day, 7 days a week



Behavioral health crisis

- Optum Behavioral Health: Email optum.nc.pr@optum.com or call 877-614-0484
- Optum Behavioral health care professionals: Email management@optum.com
- NC Provider Relations: Email optum.nc.pr@optum.com



Transportation

- For emergency transportation call 911
- Call ModivCare at 855-397-3606 to arrange non-emergency medical transportation (NEMT), including non-emergency ambulance transportation (NEAT). For more information, visit tripcare.logisticare.com.
- Transportation providers may call ModivCare at 855-397-3604 for manifest or trip details
- You can submit claims for emergency ambulance transportation to UnitedHealthcare. See claims/ EDI section above.
- Claims for non-emergency transportation, including NEMT, should be submitted to Modivcareinterpreter services



Interpreter services

Language interpretation line – Call **800-638-3302** or **877-261-6608**, 24 hours a day, 7 days a week, for help with more than 240 non-English languages and hearing-impaired services.

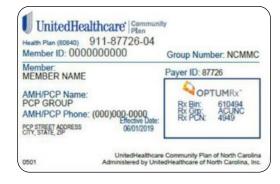


Vendor information

March® Vision Care - Call 866-376-6780 or 844-736-2724



Customer information





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

