

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:** 800-866-6698
 - **Fax:** 855-710-1965
 - **Email:** NCTracksprovider@nctracks.com
- You can find the form at [UHCprovider.com/claims](https://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.