

UnitedHealthcare Community Plan of Indiana ABA Provider Quick Reference Guide

Call Center/Claims Customer Service	1-877-610-9785
Websites & What's Available	<p><u>providerexpress.com</u></p> <ul style="list-style-type: none"> • Autism/ABA Corner with specific ABA resources • New Provider Orientation “Navigating Optum” viewable on demand • Network Manual • Demographic Updates • Guidelines / Policies & Manuals • Clinical Resources • Clinical Criteria • Administrative Resources • Recovery & Resiliency Toolkit • Video Channel • Webinars/Training Resources <p><u>uhcprovider.com</u></p> <ul style="list-style-type: none"> • State-specific health plan information • Check member eligibility • Check claim status & payments • Claims Reconsideration • Electronic Data Interchange (EDI) information • Tools & Resources • Tutorials
Provider is Responsible for:	<ul style="list-style-type: none"> • Verifying enrollee eligibility & benefits • Obtaining authorizations • Being familiar with ABA specific guidelines on our website: <i>providerexpress.com > Autism/ABA Corner</i> • Being familiar with the <u>Network Manual</u> located on our website: <i>provider express.com > Guidelines / Policies & Manuals</i>
How to Verify Benefits and Obtain Authorizations:	<ul style="list-style-type: none"> • Verify benefits either on line on Error! Hyperlink reference not valid. or call the number on the member’s ID card • Provider can submit their request for assessment or treatment authorization via online portal at <u>optumpeeraccess.secure.force.com/ABAtreatment/</u> or fax at: 1-844-897-6514

Claims Submission Options	<ul style="list-style-type: none"> • Submit on a Form 1500 (v.02/12) claim form • Submit electronically via uhcprovider.com using the Claim Entry transaction feature • Paper Claim submission: UnitedHealth Community Plan P.O. Box 5240 Kingston, NY 12402-5240 • Claims must be submitted within 90 days from the date of service
EDI	<p>Claims Payer ID: 87726 Electronic Remittance Advice (ERA) Payer ID: 86047 EDI Support: 1-800-210-8315 or email ac_edi_ops@uhc.com</p>
Electronic Payments & Statements (EPS)	<p>It's quick and easy, go to uhcprovider.com > Claims & Payments > Electronic Payments & Statements Questions: 1-866-842-3278, option 5</p>
Clinical Appeals	<p>Indiana Medicaid: Optum Appeals & Grievances P.O. Box 31364 Salt Lake City, UT 84131-0364</p>
ABA Clinical Policy and Level of Care Guidelines	<p>ABA Clinical Policy can be found on Provider Express > Autism/ABA Corner> ABA Clinical Policy, along with other resource materials.</p>
ABA Network Management Contact	<p>Provider Service Line: 1-877-614-0484 Nacole Thompson, ABA Network Manager: nacole.thompson@optum.com</p>