



Overview of UnitedHealthcare Community Plan

UnitedHealthcare Community Plan is the medical health insurance company.



United Behavioral Health (UBH) is the company that provides behavioral health services for UnitedHealthcare Community Plan members.

UBH Care Advocacy Center is located in Atlanta, GA.

UBH Regional Provider Relations Staff located in Florida.



UBH Authorization Process

Open Certification for Routine Outpatient-

Authorization open for one year- no provider or CPT specified

Typical services include:

- Routine Assessments
- Outpatient Therapies
- Medication Management

Call the UBH Care Advocacy Center at **800-582-8220** to register the open authorization.

***UBH Florida Healthy Kids (FHK) members must see licensed providers only.**



Services Requiring Authorization

Services Requiring Authorization: To obtain authorization call: 800-582-8220.

- Inpatient Hospital
- Crisis Stabilization
- Partial Hospital
- Intensive Outpatient
- Psychological Testing

For members currently in care, please fax authorization requests to 855-250-8159 or secure e-mail to atlbehavmedreferral@uhc.com. The following information is needed on the fax/secure e-mail: Agency Contact for any follow up questions and: Member first and last name, Member DOB, Member ID #, name of agency and address requested (if multiple locations), and DOS requested to begin care. **No specific authorization request form is required. Care Advocates will discuss clinical information as needed.**



Pharmacy Information- Florida Healthy Kids Members



- **Non-Formulary/Prior Authorization Drugs:**-Provider must get authorization by faxing a prior auth form to 866-940-7328 or calling 800-310-6826. Prior auth forms can be found at: <https://www.ubhonline.com/html/floridaMedicaid.html>
- **Preferred Drug List** – To request a copy call 877-842-1508 or go to the Florida Medicaid page on UBH Online at: <https://www.ubhonline.com/html/floridaMedicaid.html>
- **Temporary Coverage Override-** Member can request 5 days of a new medication at ANYTIME at their pharmacy.



UBH/ UHC Information:

- **General Information – Medical Benefits: Florida Healthy Kids: 888-216-0015**
- **Behavioral Health:** Benefits, Authorization, Referrals, Appeals, and Grievances: **800-582-8220**
- **Medical/Behavioral Health Integration: Phone and Email for physicians to receive a call back regarding psychiatric consultation services, information about behavioral health conditions or to request behavioral health education materials: atlqi@uhc.com or 800-720-4128**
- **Provider Relations:** Contact for providers to call for contracting, credentialing or unresolved escalated claims issues

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UBH Informational Website(s) :

www.ubhonline.com

Our clinician Web site is an excellent first-line resource to:

- Obtain initial certification requests
- Obtain the UBH Provider Manual
- Submit claims
- Update practice information
- Register for Clinical Learning programs
- Download standard forms (see “Key Forms” section)
- Find staff contacts
- Review clinical guidelines
- Locate current and archived issues of Network Notes, the UBH clinician newsletter

The general information section does not require you to log on with a user ID.

To obtain a user ID for Ubhonline® secure access areas or for technical support, please call toll-free (866) 209-9320.

You may also:

go to the Web site, click on the first-time visitor “view information” link, and chat with a ubhonline representative to request a user ID.

- Find Florida Government Program specific information at:
<https://www.ubhonline.com/html/floridaMedicaid.html>

UBH Claims Information:

Claims address:

- Paper Claims: P.O. Box 30757, Salt Lake City, UT 84130
- UBH Electronic Payor ID is 87726
- Claims must be submitted within 90 days of the date of service unless otherwise specified by contract.
- Clean claims are processed within 30 days
- Clearinghouse Info: No Specific Vendor at present; provider can use vendor of choice
- Provider Hints to avoid denials
 - Obtain authorization if needed
 - Make sure the Provider on the claim form matches provider on the auth and that services billed match authorization in system
 - Rendering clinician must be listed on claim form.
 - Rendering clinician must be loaded in UBH claims payment system.
- **Public Sector Claims Customer Service: 866-673-6315**



EDI Questions

Who can I call for additional assistance or questions about electronically submitted transactions?

- For questions related to electronic transactions through ubhonline – Call the ubhonline Support Center at 1 866-209-9320 from 7 A.M. to 9 P.M. Central time or chat with a tech support representative online through the Live Chat feature.
- For questions related to EDI transactions – Call the EDI Support Desk at 800-842-1109 weekdays between 8 A.M. and 5 P.M. Eastern Time.

