

UnitedHealthcare Community Plan Newsletter for Behavioral Health Providers



Important Reminders

- Always check the UnitedHealthcare Community Plan Reimbursement Policies to avoid claims denials
- Use the rendering National Provider Identifier (NPI) number when billing for **Licensed Mental Health Professional- Level Services**

(Please refer to the Louisiana Behavioral Health Services Provider Manual for a full list of eligible Licensed Mental Health Professionals)

- Block 24J on the Centers for Medicare & Medicaid Services (CMS) Form 1500 should be left blank when billing for **Non-Licensed Mental Health Provider-Level Services**
- Members can only receive services from one agency at a time, excluding Permanent Supportive Housing (PSH) services

Where are the UnitedHealthcare Community Plan Reimbursement Policies located?

Go to:

www.uhccommunityplan.com >
Health Professionals > Louisiana >
Reimbursement Policy

Important Reminders (continued)

- Please avoid submitting duplicate claims, unless you are submitting a corrected claim.
- When submitting a corrected claim please input the number 7 for the Resubmission Code and the original UnitedHealthcare Claim Number under original Ref. No in Box 22 of the CMS 1500 Form.
- As of October 1st, 2017, the provider service model for Healthy Louisiana Behavioral Health Providers is as follows:
 - Call the Louisiana Provider Services Line at 866.675.1607 with any claim issues, appeals, or complaints. Be sure to indicate you are a behavioral health provider and have the specific claim numbers and pertinent information on hand.
 - When calling the Provider Services Line, please obtain the person(s) name and the call reference number for tracking purposes.
 - Allow the stated timeframe received from the **Provider Services Line Representative** for your issues to be resolved. To check on the status of a previously logged issue, call 866.675.1607 with your project or call reference number.
- Please know that your **Provider Relations Advocate/Provider Services Representative** is always available to assist with network contracting concerns or provider education. For any other issues, if you have not received a response from the Provider Services Line and you have allowed the stated amount of time for the issue to be resolved, give us a call.



Questions?

Please Contact Louisiana

Provider Services at:

(866) 675-1607
