

# Provider Quick Reference Guide Mississippi Medicaid

<b>Call Center for UnitedHealthcare</b>	1-866-675-1607	
<b>Websites &amp; What's Available</b>  Please visit the following link for State of MS specific resources. <a href="http://providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wMS.html">providerexpress.com/content/ope-provexpr/us/en/our-network/welcomeNtwk/wMS.html</a>	<a href="http://providerexpress.com">providerexpress.com</a> <ul style="list-style-type: none"> <li>• Demographic Updates</li> <li>• Guidelines and Policies</li> <li>• Best Practice Guidelines</li> <li>• Level of Care Guidelines</li> <li>• Recovery &amp; Resiliency Toolkit</li> <li>• Behavioral Health Toolkit for Medical Providers</li> <li>• Network Manual</li> <li>• Reimbursement Policies</li> <li>• Optum Video Channel, Trainings and Webinars</li> <li>• Mississippi Resource Page: Home Page &gt; Our Network &gt; Welcome to the Network &gt; Mississippi</li> </ul> <a href="http://uhcommunityplan.com">uhcommunityplan.com</a> <ul style="list-style-type: none"> <li>• A website for Health Care Professionals, Community Organizations, and Members</li> <li>• For providers the links will direct you to important information in your state</li> <li>• Directs you to our secure provider site, <a href="http://UHCprovider.com">UHCprovider.com</a></li> <li>• <a href="http://providerexpress.com">providerexpress.com</a></li> <li>• Registered users can access the following:                             <ul style="list-style-type: none"> <li>• Check member eligibility, claim status and payments</li> <li>• Claims Reconsideration</li> <li>• Electronic Data Interchange (EDI) information</li> <li>• Video Tutorials, Tools and Resources</li> </ul> </li> </ul> View authorizations for MHR and EBP services	
<b>Claims Submission</b>	<b><u>Paper Claims Submission:</u></b> Optum P.O. Box 30757 Salt Lake City, UT 84130-0757	<b><u>Appeals</u></b> UHC Grievances P.O. Box 5032 Kingston, NY 12402-5032 877-743-8731
<b>EDI</b>	Payer ID: 87726  EDI Support: <b>1-800-842-1109</b> or email <a href="mailto:ac_edi_ops@uhc.com">ac_edi_ops@uhc.com</a> <a href="https://www.uhcprovider.com/en/resource-library/edi.html?rfid=UHCCP">https://www.uhcprovider.com/en/resource-library/edi.html?rfid=UHCCP</a>	
<b>Electronic Payments &amp; Statements (EPS)</b>	It's quick and easy, go to <a href="http://UnitedHealthcare Electronic Payments &amp; Statements (uhcprovider.com)">UnitedHealthcare Electronic Payments &amp; Statements (uhcprovider.com)</a> > Claims & Payments > Electronic Payments & Statements  Questions – <b>1-877-620-6194</b>	
<b>NET (Non Emergent Transportation)</b>	Non-Emergency Transportation is available for CAN members to and from Medicaid covered non-emergency services. To schedule a ride, the member or their representative will need to call MTM at least 3 business days before the appointment. You can reach MTM by calling: 844-525-3085	

<b>Care Advocacy Alert Team</b>	<b>1-866-675-1607 1-855-469-7622</b>
<b>Best Practice Guidelines</b>	We have adopted Best Practice Guidelines which were developed by nationally recognized organizations. Provider Express > Guidelines/Policies & Manuals > <a href="#">Best Practice Guidelines</a>
<b>Fraud, Waste and Abuse/Payment Integrity</b>	Please visit our provider website for Fraud Waste and Abuse/Payment Integrity <a href="#">PNI-Fraud, Waste and Abuse</a> or call 877-972-8844 for the PNI dept
<b>Behavioral Health Utilization Management Guidelines</b>  <u>Assessments and Authorizations</u>  Please visit <a href="http://uhcprovider.com">uhcprovider.com</a> to view the Prior Authorization list, access forms, and access the provider directory or call the customer service line 877-743-8734  There are no diagnostic exclusions for MSCAN members. Treatment for substance use is covered as a primary or secondary diagnosis to a primary mental health diagnosis.  Please see MSCAN Dept of Medicaid Administrative Code for additional requirements: <a href="http://Medicaid.ms.gov/provider/administrative-code.com">Medicaid.ms.gov/provider/administrative-code.com</a>  All authorizations for PRTF, Mental Health Inpatient, Substance Use Inpatient, and Residential Substance Abuse <i>must be</i> requested by calling <b>1-877-743-8734</b> . Additional details about utilization management guidelines are located in the Mississippi Medicaid Behavioral Health Manual.	<p><b><u>Prior Authorization is not required for:</u></b></p> <ul style="list-style-type: none"> <li>• Pharmacologic Management</li> <li>• Individual Psychotherapy</li> <li>• Family Psychotherapy</li> <li>• Group Psychotherapy</li> <li>• Crisis Intervention Initial Per Diem</li> <li>• Psychosocial Rehabilitation (PSR)</li> <li>• Community Psychiatric Supportive Treatment (CPST)</li> <li>• Day Treatment</li> <li>• Peer Support Services</li> <li>• Case Management/Targeted Case Management</li> </ul> <p><b><u>Prior Authorization is required for:</u></b></p> <ul style="list-style-type: none"> <li>• Inpatient Psychiatric Hospitalization</li> <li>• Inpatient Detoxification</li> <li>• Crisis Residential Services</li> <li>• Psychiatric Residential Treatment Facilities (PRTF)</li> <li>• Residential Substance Use</li> <li>• Partial Hospitalization Program (PHP)</li> <li>• MYPAC Services</li> <li>• Intensive Outpatient Program (ICORT)</li> <li>• Assertive Community Treatment (ACT)</li> <li>• Electroconvulsive Therapy (ECT)</li> <li>• Neuropsychological Testing</li> <li>• Psychological Testing (the authorization process is different for Psychological Testing. For details go to Provider Express &gt;Quick Links &gt; Forms &gt; Optum Forms – Clinical &gt; <a href="#">Optum Psych Testing Request Form</a>)</li> </ul> <p>Please visit <a href="http://providerexpress.com">providerexpress.com</a> to update provider practice information or call the Provider Services Line at 877-614-0484</p>