

Behavioral Health Quick Reference Guide

New Jersey FamilyCare & FIDE SNP

Call Center for UnitedHealthcare	<p>1-888-362-3368</p> <ul style="list-style-type: none"> • Appeals and Grievances • Claims • Coordination of Benefits • Dual eligible members with Medicare • Medicaid members with commercial coverage • Billing concerns • Office Base Addictions Treatment Services • Behavioral Health Care Management • Care Coordination
Websites & What's Available	<p>providerexpress.com</p> <ul style="list-style-type: none"> • New Provider Orientation “Navigating Optum” viewable on demand • Network Manual • Demographic Updates • Guidelines / Policies & Manuals • Clinical Resources • Level of Care Guidelines • Administrative Resources • Recovery & Resiliency Toolkit • Video Channel • Best Practices Guidelines • Webinars/Training Resources <p>uhcprovider.com</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
Claims Submission	<p>Paper Claim submission: Optum Behavioral Health P.O. Box 30760 Salt Lake City, UT 84130-0760</p> <p>Claims must be submitted within 180 days from the date of service</p>

EDI	Claims Payer ID: 87726 Electronic Remittance Advice (ERA) Payer ID: 86047 EDI Support: 1-800-210-8315 or email ac_edi_ops@uhc.com
Electronic Payments & Statements (EPS)	It's quick and easy, go to uhcprovider.com > Claims & Payments > Electronic Payments & Statements Questions – 1-866-842-3278 , option 5
Clinical Appeals	NJ FamilyCare: Optum Appeals & Grievances P.O. Box 30512 Salt Lake City, UT 84130-0512 Fide SNP: UnitedHealthcare Appeals Department P.O. Box 31364 Salt Lake City, UT 84131-0364
Best Practice Guidelines	We have adopted Best Practice Guidelines, which were developed by nationally recognized organizations. Provider Express > Guidelines/Policies & Manuals > Best Practice Guidelines
Utilization Management Guidelines	<ul style="list-style-type: none"> • Emergent admissions require notification within 24 hours of admission. • Prior Authorization is required for all non-emergent inpatient Admissions. • Comorbidity Diagnosis with a Medical and Behavioral Admission require both a Medical <u>AND</u> <u>subsequent</u> Behavioral Health Authorization or separate notification. • To obtain Prior Authorization call 1-888-362-3368 - Enter TIN #, select option 3 (intake), enter member ID/DOB, select option for “Mental Health” • We do not accept faxes. A call is required.
Level of Care Guidelines	<ul style="list-style-type: none"> • Optum Level Of Care Guidelines for Mental Health Level Of Care and can be found at: providerexpress.com > Clinical Resources > Level of Care Guideline • UnitedHealthcare Community Plan uses ASAM level of Care Guidelines for Alcohol and Drug Treatment and Substance Use Disorder (SUD) • Reference: American Society of Addiction Medicine (ASAM) asam.org/resources/the-asam-criteria
Network Management Contacts	Kemal Kajtezovic , Network Manager for Facilities and Clinics Scheanell Holland , Network Manager for Individual Clinicians and Groups Catherine Wadsworth, Network Manager for Autism Services njnetworkmanagement@optum.com Provider Escalated Issues: 1-877-614-0484 Fax: 1-866-483-6254

Pharmacy	UnitedHealthcare Community Plan Pharmacy Services Department Fax: 1-866-940-7328 Phone: 1-800-310-6826 Link to Preferred Drug List: uhcprovider.com/content/dam/provider/docs/public/commplan/nj/pharmacy/NJ-Preferred-Drug-List-Provider.pdf
Provider Enrollment	To request to join the network, visit: https://www.providerexpress.com/content/ope-provexpr/us/en/our-network.html The review and notification timeline of a clean application takes between 45-60 days. Email njnetworkmanagement@optum.com to inquire whether new provider applications are being accepted.