



**Provider Alert: Behavioral Redesign Billing
02/21/2018
Important Notification for Providers:
UnitedHealthcareOnline.com Portal Limitation**

Behavioral Health Redesign is now in effect as of 1/1/2018 and Optum has identified a temporary portal limitation for providers submitting claims on **UnitedHealthcareOnline.com**. The online claims portal does not support line level rendering NPI billing at this time. UnitedHealthcare Community Plan is unable to accept Medicaid and MyCare Behavioral Health Redesign claims that require a line level rendering NPI on the **UnitedHealthcareOnline.com** portal. Providers billing for services that require a line level rendering NPI must submit claims on paper or via EDI.

For more information on the code/services that require a line level rendering NPI please visit: http://bh.medicaid.ohio.gov/Portals/0/Providers/Supervisor-Rendering-Ordering-Fields_12012017.xlsx

All providers who have received a claim denial with the A17 denial code for a missing line level rendering NPI will need to submit a corrected claim on paper or via EDI.

Providers may contact the Provider Customer Service Center at UnitedHealthcare Community Plan of Ohio at 800-600-9007 with any questions or concerns about this message.

You may also contact Optum Network Management via email at OhioNetworkManagement@Optum.com.

Additional alerts and information can be found by going to <https://www.providerexpress.com/>

- U.S. > Our Network > Welcome to the Network > Ohio
- See Ohio Medicaid and MyCare Specific News > Announcements