

Kentucky Medicaid ABA Program

Quick Reference Guide

<p>ID Card</p>	
<p>Clinician is Responsible for:</p>	<p>Verifying benefits/eligibility online at providerexpress.com or call the Behavioral Health number located on the back of the member's ID card</p> <ul style="list-style-type: none"> • Obtaining authorization as necessary • Being familiar with the Network Manual located on our web site: providerexpress.com >Guidelines / Policies & Manuals> Network Manual
<p>Prior Authorization</p>	<p>All autism services require prior authorization:</p> <ul style="list-style-type: none"> • Verify benefits/eligibility online at providerexpress.com or call the Behavioral Health number located on the back of the member's ID card • Prior Authorization can be obtained via Treatment Authorization Request Form and submitted either <ul style="list-style-type: none"> ○ Online at https://optumpeeraccess.secure.force.com/ABAtreatment/ ○ Or via fax at 1-888-541-6691
<p>Claims Paper Submission</p>	<p>Mail paper claims to:</p> <ul style="list-style-type: none"> • Optum Behavioral Health, P.O. Box 30760, Salt Lake City, UT 84130-0760 • All autism provider services must be billed on a Form 1500 • Submission should occur within 365 days of date of service
<p>Electronic Submission</p>	<p>Submit claims online through:</p> <ul style="list-style-type: none"> • providerexpress.com • Payer ID for submitting claims is 87726 • Electronic Remittance Advice (ERA) Payer ID 86047 • EDI Support 1-800-210-8315 or email ac_edl_ops@uhc.com
<p>Electronic Payments & Statements (EPS)</p>	<p>It's quick and easy, go to uhcprovider.com > Claims & Payments > Electronic Payments & Statements</p> <ul style="list-style-type: none"> • 1-866-842-3278, option 5
<p>Claim Status</p>	<p>Claims status can be obtained by calling Customer Service Center:</p> <ul style="list-style-type: none"> • 1-866-633-4449 • Or through the Web portal at providerexpress.com or uhcprovider.com
<p>Claim Appeals</p>	<p>ABA Clinical Policy can be found on Provider Express > Autism/ABA Corner> ABA Clinical Policy, along with other resource materials.</p> <ul style="list-style-type: none"> • For determination of medical necessity go to InterQual at changehealthcare.com
<p>ABA Clinical Policy and Clinical Criteria</p>	<p>Claim appeals process:</p> <ul style="list-style-type: none"> • Process for appeal will be detailed in the Member's Rights Enclosure which accompanies the Explanation of Benefit (EOB) denial notice sent to the provider and the member • Mailed to Optum, Appeals & Grievances P.O Box 30512 Salt Lake City, UT 84130 • For determination of medical necessity go to InterQual at changehealthcare.com
<p>Update Practice Info</p>	<p>You can update your practice information by contacting your designated Autism Network Manager.</p>

Disclaimer	Information contained herein is subject to change. Please contact your Network Manager with any questions.
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