

UnitedHealthcare Community Plan of North Carolina ABA Program

Quick Reference Guide

ID Card	
Clinician is Responsible for:	<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
Prior Authorization	<p>All autism services require prior authorization except for assessment, 97151:</p> <ul style="list-style-type: none"> Verify benefits/eligibility online at providerexpress.com, uhcprovider.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 online at https://optumpeeraccess.secure.force.com/ABA/treatment/
Claims Paper Submission	<p>Mail paper claims to:</p> <ul style="list-style-type: none"> Optum Behavioral Health, P.O. Box 5280, Kingston, NY 12402-5240 All autism provider services must be billed on a Form 1500 Submission should occur within 180 days of date of service
Electronic Submission	<p>Submit claims online through uhcprovider.com:</p> <ul style="list-style-type: none"> Claims Payer ID 87726 Electronic Remittance Advice (ERA) Payer ID 86047 EDI Support 1-800-210-8315 or email ac_edi_ops@uhc.com
Claim Status	<p>Claims status can be obtained by calling Customer Service Center 866-633-4449</p>
Claim Appeals	<p>Claim appeals process via mail:</p> <ul style="list-style-type: none"> Optum, Appeals & Grievances P.O Box 31364 Salt Lake City, UT 84130-0512
ABA Clinical Policy and Clinical Criteria	<p>ABA Clinical Policy can be found on Provider Express > Autism/ABA Corner> ABA Clinical Policy, along with other resource materials.</p>
Update Practice Info	<p>You can update your practice information by contacting your designated Autism Network Manager.</p>
Disclaimer	<p>Information contained herein is subject to change. Please contact your Network Manager with any questions.</p>
Network Management	<p>Lisa McClain Specialty Network Manager Email: Lisa.mcclain@optum.com</p>