

New Jersey Developmental Services Provider Quick Reference Guide

Call Center/Claims Customer Service	1-888-362-3368
Websites & What's Available	<p>All Developmental Service Providers: 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 • Prior Authorization Requirements • Prior Authorization Submission <p>Physical Health Providers: myoptumhealthphysicalhealth.com</p> <ul style="list-style-type: none"> • PT/OT/ST Plan Summaries • PT/OT/ST Fee Schedules • Demographic Change Form • Additional Therapist Credentialing Form <p>Behavioral Health Providers: providerexpress.com</p> <ul style="list-style-type: none"> • New Provider Orientation “Navigating Optum” viewable on demand • Network Manual • Demographic Updates • Guidelines/Policies • Administrative Resources • Recovery & Resiliency Toolkit • Video Channel • Best Practices Guidelines • Webinars/Training Resources

Provider is Responsible For:	<ul style="list-style-type: none"> • Verifying enrollee eligibility & benefits • Being familiar with Developmental Services specific guidelines on our website <p>Outpatient Physical and Occupational Therapy: UHCCP Coverage Determination Guideline</p> <p>Speech Language Pathology Services: UHCCP Coverage Determination Guideline</p> <p>Behavioral Health Providers:</p> <ul style="list-style-type: none"> • New Jersey Medicaid Supplemental Clinical Criteria
How to Verify Benefits	<ul style="list-style-type: none"> • Verify benefits either online or call the number on the member's ID card
Claims Submission	<p>Paper Claim submission: UHC Community Plan Attn: Claims Dept. P.O. Box 5250 Kingston, NY 12402</p> <ul style="list-style-type: none"> • Claims must be submitted within 180 days from the date of service, unless otherwise allowed by law. Claims submitted late may be denied.
EDI	Physical Health Claims Payer ID: 86047 Behavioral Health 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	<p>NJ FamilyCare (Behavioral Health): Optum Appeals & Grievances P.O. Box 30512 Salt Lake City, UT 84130-0512</p> <p>NJ FamilyCare (PT/OT/ST): UnitedHealthcare Community Plan Attn: UM Appeals Coordinator P.O. Box 31364 Salt Lake City, UT 84131</p>

<p>Developmental Services Clinical Policy</p>	<p>Outpatient Physical and Occupational Therapy: UHCCP Coverage Determination Guideline</p> <p>Speech Language Pathology Services: UHCCP Coverage Determination Guideline</p> <p>Behavioral Health Providers: New Jersey Medicaid Supplemental Clinical Criteria</p>
<p>Developmental Services Network Management Contact</p>	<p>Behavioral Health: Provider Service Line: 1-877-614-0484</p> <p>Caity Wadsworth, Network Manager: Catherine.Wadsworth@optum.com</p> <p>Optum Physical Health: Optum Provider Services (PT/OT/SLP): 1-800-873-4575</p> <p>Optum Network Development, netdevpubsec@optum.com</p>
<p>Member ID Card</p>	<div style="display: flex; justify-content: space-between;"> <div style="width: 60%;">  <p>Health Plan (80940) 911-86047-08</p> <p>Member ID: 999999999 Group Number: NJFAMCAR</p> <p>Member: SUBSCRIBER BROWN Payer ID: 86047</p> <p>PCP Name: DR. PROVIDER BROWN PCP Phone: (999)999-9999</p> <div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 10px auto;">  <p>Rx Bin: 610494 Rx Grp: AMNJ Rx PCN: 9999</p> </div> <p>See reverse for dental/vision benefits DOI -0501</p> <p style="text-align: right; font-size: small;">NJ FamilyCare A Underwritten by AmeriChoice of New Jersey, Inc.</p> </div> <div style="width: 35%; border: 1px solid black; padding: 5px;"> <p style="text-align: right; font-size: x-small;">Printed 07/15/11</p> <p style="font-size: x-small;">If you are not sure if your problem is an emergency, call your PCP first. No prior authorization is required for emergencies. To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.</p> <p>Member Services/ Dental/Vision: 1-800-941-4647 TTY 711</p> <p style="text-align: center; font-weight: bold; font-size: small;">In an emergency, go to nearest emergency room or call 911.</p> <p>For Providers: www.uhccommunityplan.com 1-888-362-3368 Medical Claims: PO Box 5250, Kingston, NY, 12402-5250</p> <p>Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903 For Pharmacists: 1-877-305-8952</p> </div> </div>