



New York CHP/ EPP ABA Program

Quick Reference Guide

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| <p>ID Card</p> | |
| <p>Clinician is Responsible for:</p> | <p>Verifying benefits/eligibility online at uhcprovider.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 optumpeeraccess.secure.force.com/ABA/treatment/ ○ Or call 1-866-830-0325 |
| <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 120 days of date of service |
| <p>Electronic Submission</p> | <p>Submit claims online through:</p> <ul style="list-style-type: none"> • Claims Payer ID 87726 • providerexpress.com or uhcprovider.com • EDI Support 1-800-210-8315 or email ac_edi_ops@uhc.com |
| <p>Claim Status</p> | <p>Claims status can be obtained by calling Customer Service Center:</p> <ul style="list-style-type: none"> • 1-866-362-3368 • Or through the web portal at providerexpress.com or uhcprovider.com |
| <p>Appeals and Grievances</p> | <p>Claims appeal 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 • Appeals must be received within 180 days from the date of disposition on the remittance report (EOB) |
| <p>Update Practice Info</p> | <p>You can update your practice information by contacting your designated Autism Network Manager.</p> |
| <p>Disclaimer</p> | <p>Information contained herein is subject to change. Please contact your Network Manager with any questions.</p> |
| <p>Network Management</p> | <p>Jaime Schweers, Specialty Network Manager Email: Jaime_schweers@optum.com</p> |