



# UnitedHealthcare Community Plan of Texas ABA Program

## Quick Reference Guide

<b>Clinician is Responsible for:</b>	Verifying benefits/eligibility online at <a href="http://uhcprovider.com">uhcprovider.com</a> or call the Behavioral Health number located on the back of the member's ID card <ul style="list-style-type: none"><li>• Obtaining authorization as necessary</li><li>• Being familiar with the Network Manual located on our web site: <a href="http://providerexpress.com">providerexpress.com</a> &gt;Guidelines / Policies &amp; Manuals&gt; Network Manual</li></ul>
<b>ABA Clinical Policy and Level of Care Guidelines</b>	ABA Clinical Policy and Level of Care Guidelines can be found at <a href="http://providerexpress.com">providerexpress.com</a> > Clinical Resources > Guidelines/Policies & Manuals > State/Contract Specific Criteria > Texas Medicaid Autism Services, along with other resource materials.
<b>Prior Authorization</b>	All autism services require prior authorization: <ul style="list-style-type: none"><li>• Verify benefits/eligibility online at <a href="http://providerexpress.com">providerexpress.com</a> or call the Behavioral Health number located on the back of the member's ID card</li><li>• The initial assessment (97151) requires prior authorization. All subsequent assessments for 97151 Authorization is required but does not need to be prior authorization. Authorization maybe submitted AFTER the assessment has been completed.</li><li>• Prior Authorization can be obtained via Treatment Authorization Request Form and submitted either<ul style="list-style-type: none"><li>○ Online at <a href="https://optumpeeraccess.secure.force.com/ABAtreatment/">https://optumpeeraccess.secure.force.com/ABAtreatment/</a></li><li>○ Or call 1-877-217-6068</li></ul></li></ul>
<b>Claims Paper Submission</b>	Mail paper claims to: <ul style="list-style-type: none"><li>• Optum Behavioral Health, P.O Box 5270, Kingston, NY 12402-5270</li><li>• All autism provider services must be billed on a Form 1500</li><li>• Submission should occur within 95 days of date of service</li></ul>
<b>Electronic Submission</b>	Submit claims online through: <ul style="list-style-type: none"><li>• Claims Payer ID 87726</li><li>• Electronic Remittance Advice (ERA) Payer ID 86047</li><li>• EDI Support 1-800-210-8315 or email <a href="mailto:ac_edi_ops@uhc.com">ac_edi_ops@uhc.com</a></li></ul>
<b>Claim Status</b>	Claims status can be obtained by calling Customer Service Center: <ul style="list-style-type: none"><li>• STAR 1-888-887-9003</li><li>• STAR+PLUS 1-888-887-9003</li><li>• STAR KIDS 1-888-887-9003</li><li>• Or through the Web portal at <a href="http://providerexpress.com">providerexpress.com</a> or <a href="http://uhcprovider.com">uhcprovider.com</a></li></ul>
<b>Clinical Appeals</b>	Mail appeals to: <ul style="list-style-type: none"><li>• Optum Behavioral Health, P.O Box 31364, Salt Lake City, UT 84131-0364</li></ul>
<b>ABA Clinical Policy and Clinical Criteria</b>	ABA Clinical Policy and Clinical Criteria can be found at <a href="http://providerexpress.com">providerexpress.com</a> > Clinical Resources > Guidelines/Policies & Manuals > State/Contract Specific Criteria > Texas Medicaid Autism Services, along with other resource materials.
<b>Update Practice Info</b>	You can update your practice information by contacting your designated Autism Network Manager.
<b>Disclaimer</b>	Information contained herein is subject to change. Please contact your Network Manager with any questions.
<b>Network Management</b>	Edgardo Marrero-Diaz, Specialty Network Manager Email: <a href="mailto:Edgardo.marrero-diaz@optum.com">Edgardo.marrero-diaz@optum.com</a>

