

**Information for Providers Serving  
UnitedHealthcare Community Plan of CA Beneficiaries**

<b>Mental Health Medi-Cal Expansion</b>	Effective October 1, 2017, OptumHealth Behavioral Solutions of California will be managing the behavioral health benefits for UnitedHealthcare Community Plan of California, Inc., offering a Medi-Cal managed care program in your area.	
<b>Beneficiaries</b>	<b>UnitedHealthcare Community Plan of CA, Inc. Medi-Cal Managed Care Members</b>	
<b>Provider is Responsible for:</b>	<ul style="list-style-type: none"> <li>• Verifying enrollee eligibility &amp; benefits</li> <li>• Obtaining authorization as necessary</li> <li>• Review the UHC Community Plan of CA Provider Administrative Guide, located at <a href="http://UHCCommunityPlan.com">UHCCommunityPlan.com</a> &gt; For Health Care Professionals &gt; California</li> <li>• Being familiar with the Network Manual located on our website, <a href="http://providerexpress.com">providerexpress.com</a> &gt; Guidelines/Policies &gt;</li> </ul>	
<b>How to Verify Benefits and Obtain Authorizations:</b>	<ul style="list-style-type: none"> <li>• Call the number on the member's ID card and after verification of behavioral health benefits, an Optum Care Advocate will provide appropriate authorizations, if needed</li> </ul>	
<b>Contact Information</b>		
<b>UHC Community Plan of CA, Inc. Members &amp; Providers</b>	<ul style="list-style-type: none"> <li>• Phones are answered 7am-7pm PST (After Hours - County Crisis Line*)</li> <li>• Claims, Eligibility &amp; Coordination of Care Issues</li> </ul>	Phone: <b>1-866-270-5785</b>
<b>Language Assistance Program</b>	<b>1-866-270-5785</b>	
<b>Hearing &amp; Speech Impaired Line</b>	<b>1-800-842-9489 (TTY)</b>	
<b>Wellness Assessment Forms</b>	Wellness Assessments PO Box 27430 Houston, TX 77277	Phone: 1-877-369-2198 Fax: 1-800-985-6894
<b>Behavioral Network Services</b>	OptumHealth Behavioral Solutions of California PO Box 880609 San Diego, CA 92168-0609	Phone: 1-877-614-0484 Fax: 1-855-833-3724
<b>Provider Website:</b> <a href="http://providerexpress.com">providerexpress.com</a>  <b>Support Line: 1-866-209-9320</b>	<ul style="list-style-type: none"> <li>• Available 24/7</li> <li>• Secure Transactions &amp; Communications</li> <li>• Level of Care, Best Practice &amp; Coverage Determination Guidelines</li> <li>• OHBS-CA Network Manual</li> <li>• Claim Tips</li> <li>• Provider Newsletters</li> <li>• Forms</li> <li>• And much more!</li> </ul>	
<b>Claim Submission</b>	<b>We recommend that claims be submitted electronically at:</b>	<b>If you are unable to file electronically, UHC Community Plan of CA, Inc claims should be sent to:</b>
	<a href="http://uhcprovider.com">uhcprovider.com</a>	Optum PO Box 30884 Salt Lake City, UT 84130-0884
<b>Medi-Cal Specialty Mental Health Services</b>		
<b>*County Behavioral Health Services &amp; Substance Use Treatment Referrals</b>	<ul style="list-style-type: none"> <li>• San Diego Access &amp; Crisis Line</li> </ul>	Phone: 1-888-724-7240 <a href="http://optumsandiego.com">optumsandiego.com</a>