

# Provider Quick Reference Guide - Louisiana Medicaid

<b>Call Center for UnitedHealthcare</b>	<b>1-866-675-1607</b>
<b>Websites &amp; What's Available</b>	<p><a href="http://providerexpress.com">providerexpress.com</a></p> <ul style="list-style-type: none"> <li>• Demographic Updates</li> <li>• Guidelines and Policies</li> <li>• Best Practice Guidelines</li> <li>• Clinical Criteria</li> <li>• Recovery &amp; Resiliency Toolkit</li> <li>• Behavioral Health Toolkit for Medical Providers</li> <li>• National Network Manual</li> <li>• Optum Video Channel, Trainings and Webinars</li> <li>• Louisiana Resource Page: Home Page &gt; Our Network &gt; State-Specific Provider Information &gt; Louisiana</li> <li>• Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form</li> </ul> <p><a href="http://uhcommunityplan.com">uhcommunityplan.com</a></p> <ul style="list-style-type: none"> <li>• A website for Health Care Professionals, Community Organizations, and Members</li> <li>• For providers the links will direct you to important information in your state</li> <li>• Directs you to our secure provider site, <a href="http://uhcprovider.com">uhcprovider.com</a></li> </ul> <p><a href="http://uhcprovider.com">uhcprovider.com</a></p> <ul style="list-style-type: none"> <li>• Check member eligibility, claim status and payments</li> <li>• Claims Reconsideration</li> <li>• Electronic Data Interchange (EDI) information</li> <li>• Video Tutorials, Tools and Resources</li> <li>• View authorizations for MHR and EBP services</li> </ul>
<b>Claims Submission*</b>	<p><b><u>Paper Claim Submission:</u></b>          UnitedHealthcare Community Plan of Louisiana          PO Box 31341          Salt Lake City, UT 84131-0341</p> <p>*Claims must be submitted within 365 days from the date of service</p>
<b>EDI</b>	<p>Payer ID: 87726          EDI Support: <b>1-800-210-8315</b> or email <a href="mailto:ac_edi_ops@uhc.com">ac_edi_ops@uhc.com</a>.  <a href="http://uhcprovider.com/en/resource-library/edi.html?rfid=UHCCP">uhcprovider.com/en/resource-library/edi.html?rfid=UHCCP</a></p>
<b>Electronic Payments &amp; Statements (EPS)/Optum Pay</b>	<p>It's quick and easy, go to <a href="#">Optum Pay</a>.  <a href="http://uhcprovider.com">uhcprovider.com</a> &gt; Claims &amp; Payments &gt; EPS/Optum Pay          Questions – <b>1-866-842-3278</b>, choose option <b>5</b></p>

<p><b>Appeals</b></p>	<p>UnitedHealthcare Community Plan, Appeals PO Box 31364 Salt Lake City, UT 84131-0364</p>
<p><b>Care Advocacy</b></p>	<p><b>1-866-675-1607</b></p>
<p><b>Best Practice Guidelines</b></p>	<p>We have adopted Best Practice Guidelines which were developed by nationally recognized organizations. <i>Provider Express</i> &gt; Guidelines/Policies &amp; Manuals &gt; <a href="#">Best Practice Guidelines</a></p>
<p><b>Behavioral Health Utilization Management Guidelines</b></p> <p><u>Assessments and Authorizations</u></p> <p>The annual assessment (adults and youth/adolescents), LOCUS, or CALOCUS score sheet must be submitted by using the Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form*.</p> <p>Authorizations for ECT, ACT, Crisis Intervention/Stabilization, and TGH may be requested via email at <a href="mailto:LA.Beh.auths@uhc.com">LA.Beh.auths@uhc.com</a> or by faxing the forms to <b>1-855-202-7023</b>. For SUD IOP authorizations call <b>1-866-675-1607</b>.</p> <p>Authorizations for CPST, PSR, FFT, MST, and Homebuilders can be submitted using the Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form*.</p> <p>All authorizations for PRTF, Mental Health Inpatient, Substance Use Inpatient, and Residential Substance Abuse <i>must be</i> requested by calling <b>1-866-675-1607</b>. Additional details about utilization management guidelines are located in the Louisiana Medicaid Behavioral Health Manual.</p>	<p><b><u>Prior Authorization is not required for:</u></b></p> <ul style="list-style-type: none"> <li>• Pharmacologic Management</li> <li>• Individual Psychotherapy</li> <li>• Family Psychotherapy</li> <li>• Group Psychotherapy</li> <li>• Neuropsychological Testing</li> <li>• Crisis Intervention Initial Per Diem</li> </ul> <p><b><u>Prior Authorization is required for:</u></b></p> <ul style="list-style-type: none"> <li>• Inpatient Psychiatric Hospitalization</li> <li>• Psychosocial Rehabilitation (PSR)</li> <li>• Community Psychiatric Supportive Treatment (CPST)</li> <li>• Multi-Systemic Therapy (MST)</li> <li>• Functional Family Therapy (FFT)</li> <li>• Homebuilders</li> <li>• Psychiatric Residential Treatment Facilities (PRTF)</li> <li>• Inpatient Detoxification</li> <li>• Ambulatory Detoxification</li> <li>• Residential Substance Use</li> <li>• Intensive Outpatient Program</li> <li>• Assertive Community Treatment (ACT)</li> <li>• Peer Support Services</li> <li>• Crisis Stabilization for Adults</li> <li>• Crisis Intervention Follow Up (Must be requested within 7 days of initial crisis)</li> <li>• Therapeutic Group Homes</li> <li>• Electroconvulsive Therapy (ECT)</li> <li>• Psychological Testing (the authorization process is different for Psychological Testing. For details go to <i>Provider Express</i> &gt; Quick Links &gt; Forms &gt; Optum Forms – Clinical &gt; <a href="#">Optum Psych Testing Request Form</a>)</li> </ul> <p><i>*The Healthy Louisiana Mental Health Rehabilitation and Evidence Based Practices Request Form, and other request forms are located on the Louisiana Resource Page. Go to: <i>Provider Express</i> Home Page &gt; Our Network &gt; State-Specific Provider Information &gt; Louisiana &gt; Authorization Templates</i></p>