

UnitedHealthcare Community Plan of Minnesota

Behavioral Health Quick Reference Guide

Here is a QRG and FAQ that provides information and resources for Certified Community Behavioral Health Clinics (CCBHC) working with UnitedHealthcare Community Plan of Minnesota families and children and MinnesotaCare.



Provider Express

providerexpress.com

Provider Express is your primary resource for claim submittal, practice updates, information about new initiatives and programs, finding guidelines, manual(s), newsletters, etc.

Available 24 hours a day / 7 days a week

- Through secure [Transactions](#) (requires One Healthcare ID):
 - Submit and check status of claims
 - Make claim adjustment requests
 - Check member eligibility and authorization requirements
 - Update practice information
 - Register for Optum Pay, including Electronic Funds Transfer (EFT)
- Provider Express Support Center: **1-866-209-9320**



Provider Services

Call **1-877-440-9946** to answer questions regarding:

- Benefits and eligibility
- Claim decisions
- Billing
- Forms required for services
- Clinical care models and prior authorization

Tip: You can also get answers at:

UHCprovider.com/MNcommunityplan
[Welcome Minnesota \(providerexpress.com\)](https://providerexpress.com)



Behavioral Health Provider Relations

[nmMN \(providerexpress.com\)](https://nmMN.providerexpress.com)



EDI claims

To submit claims using EDI, use Payer ID 87726.



Electronic Payments & Statements (EPS)

Call **1-877-620-6194**

Or go to:

[Claims, Billing and Payments | UHCprovider.com](#)
[Electronic Claim Submission and Electronic Data Interchange \(providerexpress.com\)](#)



Interpreter services

Language Interpretation Line: Call **1-888-225-6056** Client ID **209677**, 24/7 for help with more than 240 non-English languages and hearing-impaired services.

Minnesota CCBHC FAQ

Q: What does CCBHC stand for?

A: Certified Community Behavioral Health Clinics

Q: What Services are in scope for a CCBHC?

A: [Scope of Services for CCBHC \(mn.gov\)](#)

Q: What is a PPS rate?

A: [CCBHC Prospective Payment System \(PPS\) Methodology / Minnesota Department of Human Services \(mn.gov\)](#)

Q: Where can I find a list of current CCBHC's?

A: [Certified Community Behavioral Health Clinics / Minnesota Department of Human Services \(mn.gov\)](#)

Q: How should I bill my CCBHC claims to be reimbursed the PPS rate?

A: All claims should be billed on the 837p form. These claims should be billed using your Type II NPI in box 33.

Rendering Provider Type I NPI should not be used to bill.

The service location listed on the claim must be an approved CCBHC location with DHS.

For additional claims tips and training please visit the links below from Provider Express:

[Training \(providerexpress.com\)](#)

[Video Channel \(providerexpress.com\)](#)

[Welcome Minnesota \(providerexpress.com\)](#)

Q: How do I know if a CCBHC is contracted with Optum?

A: To verify if a CCBHC is currently contracted with Optum please call the Provider Services Line at **1-877-614-0484** or your assigned provider advocate for more information on network status.

[nmMN \(providerexpress.com\)](#)

Q: What United Healthcare Lines of business can a CCBHC bill a claim and receive the PPS rate for?

A: UnitedHealthcare Community Plan of Minnesota

Q: Who do I contact if I am not receiving the correct 2023 PPS rate for CCBHC services?

A: Please contact your assigned Provider Advocate [nmMN \(providerexpress.com\)](#)