

Community-Based Palliative Care

Quick reference guide

Overview

This guide provides a variety of resources for our UnitedHealthcare Community Plan of New Jersey Community-Based Palliative Care.

UnitedHealthcare Community Plan of New Jersey: Access a variety of information, including policies and clinical guidelines, forms, news and training.

UnitedHealthcare Provider Portal: You can use the UnitedHealthcare Provider Portal to view claims status and payment information, access items in Document Library, check eligibility and benefits, chat with us and more. Sign in to the UnitedHealthcare Provider Portal with your One Healthcare ID. If you don't have a One Healthcare ID, [register now](#).



Prior authorizations submission and questions

- **Phone: 888-362-3368**

- **UnitedHealthcare Provider Portal:** The Prior Authorization and Notification tool allows you to submit inquiries, process requests and get status updates online. Access our [Quick Start: Prior Authorization and Notification](#) or [Prior Authorization and Notification interactive guide](#) to learn more.



Join our network

- **Palliative Care Entity:** If you are interested in becoming a participating provider, Go to Join our Network, select Hospitals and facilities to fill out the application and upload the additional Palliative Credentialing add on application and supporting documentation.



Claims

Complete one of the following options to submit a claim:

- **Paper – HCFA 1500:** You can mail paper claims to the address on the back of the member ID card:

- **Mailing address:**

UnitedHealthcare Community Plan

P.O. Box 5250

Kingston, NY 12402-5250

Allow up to 30 days for UnitedHealthcare Community Plan to receive payment for initial claims and adjustment requests.



Care Management

For general inquiries: Member Services 1-800-941-4647, Assist members with issues or concerns. Available at any time. For member specific needs/care team support, including referrals to the Palliative Care Supports program, email NJ_CBPC_CM@uhc.com.



EDI through your clearinghouse

- You can select any clearinghouse with a connection to UnitedHealthcare to exchange EDI transactions
- The 835 Payer ID for UnitedHealthcare Community Plan of New Jersey is 86047
- We interact with many clearinghouses and don't endorse a specific one. However, most of our transactions go through Optum Insight, a clearinghouse owned by Optum, an affiliate of UnitedHealthcare. Optum also interacts with many clearinghouses.



UnitedHealthcare Provider Portal

You can submit a claim through the UnitedHealthcare Provider Portal:

- Go to [UHCprovider.com](https://uhcprovider.com) and click Sign In at the top-right corner
- Enter your One Healthcare ID
 - If you don't have one, [register now](#)
- In the menu, select Claims & Payments > Submit a Claim
- Complete the fields, attach supporting documents and submit

To learn more about claim submissions, click [here](#).



Claim resources

- [Claim overview](#)
- [Claim submission interactive guide](#)
- [Claim reconsideration](#)
- [Claim status](#)
- [Electronic payment options](#)



Palliative supports training

Complete the UnitedHealthcare Community Plan of New Jersey Palliative Care Introduction training.



Key resources

• **Administrative guide**

• Network News Bulletin:

- Alerts you to changes in policies or procedures and updates to the Administrative Guide
- **Register** for the news bulletin

• Portal Setup up and logging in **UnitedHealthcare Provider Portal resources om**

• **Reimbursement policies**

Service	Phone/Email	Online	Description
Provider Services	888-362-3368	For chat options and contact information, visit UHCprovider.com/contactus	<ul style="list-style-type: none"> • General questions • Credentialing/Recredentialing • Contracting • Service authorization • Billing/claims
Palliative	NJ_CBPC_CM@uhc.com		<ul style="list-style-type: none"> • Member referrals
Division of Medical Assistance and Health Services		Division of Medical Assistance and Health Services	

DMAHS approved April 2026.



Questions? We're here to help.

Connect with us through chat 24/7 in the **UnitedHealthcare Provider Portal**.