

# Housing services, supports and assistance

## Quick reference guide

### Overview

This reference guide provides a variety of resources for our UnitedHealthcare Community Plan of New Jersey Housing services, supports and assistance.

**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. Visit our **Provider Portal** page to set up a One Healthcare ID and get started.

#### Prior authorizations questions

**Phone:** 888-362-3368

**Fax:** 855-583-4041 or 855-489-1553

**Email:** [NJ\\_HousingSpecialist@uhc.com](mailto:NJ_HousingSpecialist@uhc.com)

Housing Supports require prior authorization. Download and fax the UnitedHealthcare Community Plan of New Jersey long-term care prior authorization fax request form.

### Join our network

- **Pre-tenancy and tenancy health care professionals:** If you're interested in becoming a participating provider, start the approval process by completing a **credentialing application**. For more information, please visit the **Camden Coalition** website.

Email the completed application to [hcbsprovidernetwork@uhc.com](mailto:hcbsprovidernetwork@uhc.com). In the subject line, please include the organization's name, Housing Supports – Application Submission.

- **Home modification and remediations health care professionals:** If you're interested in becoming a participating provider, please email [hcbsprovidernetwork@uhc.com](mailto:hcbsprovidernetwork@uhc.com) for more information or to request a credentialing application

Please include the following in your request:

- Subject line: Credentialing Application Request
- Organization's name
- TIN
- NPI number
- Housing supports services provided



- **Move-in supports:** Providers who want to provide move in supports must also provide tenancy and/or home modifications and remediation services. Please follow the credentialing process for your primary service tenancy or home modification and remediation.

## 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.

## 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
  - New users without and a One Healthcare ID: visit [UHCprovider.com/access](https://UHCprovider.com/access) to get started
- 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](#)
- [Claim reconsideration](#)
- [Claim status](#)
- [Electronic payment options](#)

## Housing supports training

Complete the UnitedHealthcare Community Plan of New Jersey [Housing Services Introduction](#) training.

### Key resources

Housing supports training guide:

- [Administrative guide](#)
- Network News Bulletin:
  - Alerts you to changes in policies or procedures and updates to the Administrative Guide
  - **Register** for the news bulletin
- [Reimbursement policies](#)

### Questions? We're here to help.

- Connect with us through chat 24/7 in the [UnitedHealthcare Provider Portal](#)
- For general questions, email our HCBS provider advocate team at [nj\\_hcbs\\_pr@uhc.com](mailto:nj_hcbs_pr@uhc.com)

Service	Phone	Online	Description
Housing Supports Program phone	888-362-3368 fax (855-583-4041 or 855-489-1553)	<a href="mailto:NJ_HousingSpecialist@uhc.com">NJ_HousingSpecialist@uhc.com</a>	
Housing Supports Director	N/A	<a href="mailto:Hilary_Delany@uhc.com">Hilary_Delany@uhc.com</a>	
Housing Supports Manager	N/A	<a href="mailto:Elmia_Walker@uhc.com">Elmia_Walker@uhc.com</a>	
Network Management	N/A	<a href="mailto:NJ_HCBS_PR@uhc.com">NJ_HCBS_PR@uhc.com</a>	<ul style="list-style-type: none"><li>• General inquiries</li><li>• Claims</li><li>• Authorization issues</li></ul>
DMAHS website for link assessment		<a href="https://camdenhealth.org/official-hsp-documents/">camdenhealth.org/official-hsp-documents/</a>	