

# UnitedHealthcare Community Plan of New Jersey HCBS

## Quick reference guide

This reference guide provides a variety of resources for our UnitedHealthcare Community Plan of New Jersey Home- and Community-Based Services (HCBS).



### Community Plan of New Jersey page

To access a variety of information, including policies and clinical guidelines, forms, news and training, visit [UHCprovider.com/NJcommunityplan](https://UHCprovider.com/NJcommunityplan).



### 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. Go to [UHCprovider.com/access](https://UHCprovider.com/access) to set up a One Healthcare ID and get started.

#### Prior authorizations

For questions about prior authorization, call:

Phone: **866-604-3267**

Fax: 888-840-9284

HCBS and managed long-term services and supports (MLTSS) require prior authorization.

#### Claims

To submit a claim, sign in to the portal and use Payer ID 86047. You can also mail paper claims to the address on the back of the member's ID card.

#### Live chat

Chat with us 7 a.m.–7 p.m. CT, Monday–Friday from the [UnitedHealthcare Provider Portal](#).



### Our assessment and care plans

Members who need HCBS or MLTSS receive a comprehensive assessment from a case manager who develops a person-centered care plan, which includes:

- Care coordination
- Monitoring of health services they receive
- Information about changes in the member's health



## Join our network

For information about how to join our plan or request a credentialing application, email [nj\\_mltss\\_cred@uhc.com](mailto:nj_mltss_cred@uhc.com).



## We're here to help

- For general questions, email our HCBS provider advocate team at [nj\\_hcbs\\_pr@uhc.com](mailto:nj_hcbs_pr@uhc.com) or call Community Plan of New Jersey Provider Services at **888-362-3368**
- For questions about the following, call Community Plan of New Jersey Community Provider Services at **888-362-3368** or chat with us in the UnitedHealthcare Provider Portal:
  - Behavioral health (mental health and/or substance use)
  - Care coordination (e.g., for members who have complex conditions, special needs or frequently use health care services)
  - Claims
  - Dental, hearing and vision services
  - Durable medical equipment (DME)
  - Electronic visit verification (EVV) prior authorization and billing
    - For EVV technical support, contact 866-245-8337 or [njsupport@hhaexchange.com](mailto:njsupport@hhaexchange.com).  
If you're a third-party practice that works directly with HHAeXchange, email [edisupport@hhaexchange.com](mailto:edisupport@hhaexchange.com).
  - Home health/skilled nursing
  - Hospice
  - Joining our network
  - Managed long-term services and supports (MLTSS)
  - Pharmacy
  - Prior authorizations
  - Referrals
  - Occupational, physical and speech therapy services
- For information about the New Jersey Department of Human Services' Personal Preference Program (PPP), call our MLTSS team at **800-645-9409**
- To request contract information for a member's care coordinator, call the Community Plan Intake Line at **866-604-3267**, 8 a.m.–5 p.m. ET, Monday–Friday

## Additional contacts

Service	Phone	Online	Description
HCBS services	<b>888-362-3368</b>	Email: <a href="mailto:nj_hcbs_pr@uhc.com">nj_hcbs_pr@uhc.com</a>	Personal care assistance/private duty nursing services (no health system affiliated/traumatic brain injury services) For plan-specific questions, contact your provider advocate or email us.
Home health/skilled nursing	<b>888-362-3368</b>	Chat using the UnitedHealthcare Provider Portal	Private duty nursing (Health system affiliated)
Therapy services <ul style="list-style-type: none"> <li>• Occupational therapy</li> <li>• Physical therapy</li> <li>• Speech therapy</li> </ul>	<b>888-362-3368</b>	Chat using the UnitedHealthcare Provider Portal	
All other services	<b>888-362-3368</b>	Chat using the UnitedHealthcare Provider Portal	
HHAeXchange electronic visit verification system (EVV) solution	<b>866-245-8337</b>	Email: <a href="mailto:NJsupport@HHAeXchange.com">NJsupport@HHAeXchange.com</a>	Reach out to the HHAeXchange EVV solution for data submission and technical questions. This is a New Jersey-specific support line. You can also use live chat option to chat with a support representative in the HHAx portal.
Third-party EVV portal	<b>N/A</b>	<a href="https://hhaxsupport.atlassian.net/serviceesk/customer/portals">hhaxsupport.atlassian.net/serviceesk/customer/portals</a>	Third-party EVV providers can use this portal to send their UnitedHealthcare patient visit and billing information to HHAeXchange.