

UnitedHealthcare Community Plan of New Jersey

Quick reference guide

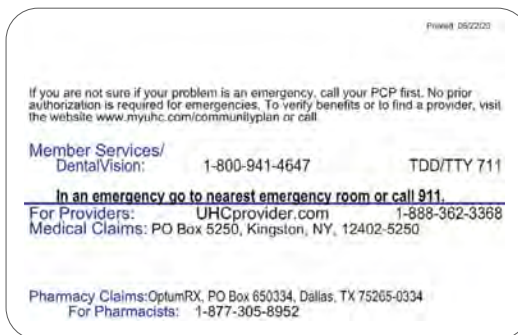
This reference guide provides a variety of resources for the UnitedHealthcare plans supporting New Jersey Medicaid members, the **NJ FamilyCare** and the **UHC Dual Complete NJ-Y001 (HMO D-SNP)** plans.

Sample member ID card: NJ FamilyCare



United Healthcare Community Plan
Health Plan (80840) 911-86047-08
Member ID: 000300076 Group Number: NJFAMCAR
Member: REISSUE ENGLISH Payer ID: 86047
PCP Name: DOUGLAS GETWELL
PCP Phone: (201)792-3022
Issue Date: 06/22/23
Copay: No Copays
See reverse for dental/vision benefits
DOI: 0501 NJ FamilyCare A Underwritten by AmeriChoice of New Jersey, Inc.

Optum Rx
Rx Bin: 610494
Rx Grp: AMNJ
Rx PCN: 4343



Printed 05/22/23
If you are not sure if your problem is an emergency, call your PCP first. No prior authorization is required for emergencies. To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call
Member Services/
Dental/Vision: 1-800-941-4647 TDD/TTY 711
In an emergency go to nearest emergency room or call 911.
For Providers: UHCprovider.com 1-888-362-3368
Medical Claims: PO Box 5250, Kingston, NY, 12402-5250
Pharmacy Claims: OptumRX, PO Box 650334, Dallas, TX 75265-0334
For Pharmacists: 1-877-305-8952

Sample member ID card: UHC Dual Complete NJY001 (HMO D-SNP)



UnitedHealthcare UCard™
UnitedHealthcare Dual Complete ONE (HMO D-SNP)
Sample A Sample
Member Number 123456789-00 Medicaid Number 123456789
RxBIN 610097 RxPCN 9999 RxGRP MPDACUNJ
Group Number: NJDUALCM H3113-005-000
PCP: Dr. Jane Sample
PCP: 555-555-5555
Copay: PCP \$0 Spec \$0
MedicareRx Prescription Drug Coverage



Printed Date: 01/28/2023
Plan Year: 2023
For Members: myuhc.com/CommunityPlan
Customer Service: 1-800-514-4911, TTY 711
For Providers: UHCprovider.com
Provider Service: 1-888-362-3368
Payer ID: 86047
Medical Claims: P.O. Box 5250, Kingston, NY 12402-5250
Pharmacy Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-689-6510
In an emergency, go to the nearest emergency room or call 911.
Preauthorization not required for emergency care.
For Dental Services, call Customer Service.
Card #: 9999999999999999 Security Code: 9999
X425336000004

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.



UnitedHealthcare Community Plan of New Jersey page

You can access a variety of resources at UHCprovider.com/NJcommunityplan, including:

- [New Jersey Care Provider Manual](#)
- [Bulletins and newsletters](#)
- [Policies and clinical guidelines](#)
- [Provider forms and references](#)
- [Training and education](#)

For specific information about the plan, please visit our [New Jersey UnitedHealthcare Dual Complete® Special Needs Plans](#) page.



Provider Training

UHCprovider.com is your source for provider-related information. The Education and Training page provides a full range of interactive, self-paced guides and more, such as:

- [Getting Started with UnitedHealthcare](#)
- [UnitedHealthcare Provider Portal Overview](#)
- [UnitedHealthcare Community Plan of New Jersey Provider Orientation](#)



UnitedHealthcare Provider Portal

Access patient- and practice-specific information 24/7 without picking up the phone. Use the UnitedHealthcare Provider Portal to complete tasks, get updates on claims, reconsiderations and appeals, submit prior authorization requests and check eligibility – all at no cost. To learn more about the features available in the portal, visit UHCprovider.com/portal.

In the portal, you can:

- Confirm member eligibility and benefits
- Submit claims and check claim status
- Submit and check status of reconsideration requests
- Request prior authorizations and referrals
- Update facility or practice data



Claims

Please submit claims for a service within 180 days or the time frame outlined in your Participation Agreement. Upon submission, you'll receive a provider remittance advice (PRA) with details about your claims reimbursement after receipt. As part of the UHC Dual Complete NJ-Y001 (HMO D-SNP) plan, we manage the member's Medicaid and Medicare claims, so you don't have to submit claims twice.

If we're a secondary payer as part of coordination of benefits (COB) claims, submit the claims within 60 days from the date of the primary insurer's explanation of benefits (EOB) or 180 days from the dates of service, whichever is second.



Claims (cont.)

- To submit a claim, from any page on UHCprovider.com, select Sign In at the top-right corner
- Enter your One Healthcare ID
 - New users without and a One Healthcare ID: visit UHCprovider.com/access to get started
- In the menu, select **Claims & Payments > Submit a Claim**
- Complete the fields using Payer ID 86047, attach supporting documents and submit

To learn more about claim submissions, view our [training guide](#).

You can also use one of the following options:

- Electronic data interchange (EDI): EDI 837 transaction
- Mail: UnitedHealthcare Community Plan of New Jersey
P.O. Box 5250
Kingston, NY 12402-5250

Reconsiderations

Within 90 days of our determination date, you can submit a reconsideration for us to review administrative claim denials.

- **Online:** Sign in to the portal at UHCprovider.com
In the menu, select **Claims & Payments > Look up a Claim** and enter your search criteria
- Find your claim and click on the claim number to see details
- Scroll down to the **Act on a Claim** section and select **Create Claim Reconsideration**
- Complete the fields, attach supporting documents and submit
- **Mail:** UnitedHealthcare Community Plan of New Jersey Attention: Reconsideration
P.O. Box 31364
Salt Lake City, UT 84131-0364

To learn more about reconsiderations and appeals, view our [training guide](#).



We're here to help

New Jersey Community Plan Provider Services:

For chat options and contact information, visit UHCprovider.com/contactus.

- Or call **888-362-3368** for questions about:
 - Application status to join network
 - Behavioral health
 - Care coordination (e.g., for members who have complex conditions, special needs or frequently use health care services)



We're here to help (cont.)

- Claims
- Credentialing
- Coordination of benefits, EOB and claim submission process for TPL (third-party liability)
- Dental, hearing and vision services
- Durable medical equipment (DME)
- Home health
- Hospice
- Nursing Facility and Specialty Care Nursing Facility
- Pharmacy
- Prior authorizations
- Referrals
- MLTSS NJ FamilyCare/Medicaid team: Call **888-702-2168** for MLTSS questions, such as about assisted living and nursing facilities
- Optum Health NurseLine: Call 877-440-9407 (available 7 days a week, 24 hours a day)



Network health care professionals

To access information about network health care professionals for a referral, visit our [Find a provider page](#).



Prescription medications

For prescription drug lists and pharmacy information, please visit our [Pharmacy Resources and Physician Administered Drugs](#) page. For assistance, please call Optum Rx® prescriber prior authorization services at 800-310-6826.



Care coordination

Refer members with complex conditions who frequently use health care services or special needs. NJ FamilyCare plan: Call **888-362-3368**
Managed Long-Term Services and Supports (MLTSS): Call **888-702-2168**



Required Model of Care training

We require health care professionals who care for members of this plan to complete the [Special Needs Plan \(SNP\) Model of Care Training](#).



Join our network

Visit the [Join Our Network](#) page for information about how to submit your participation request and next steps. We review applications and provide decisions within 30 days.



Credentialing

Our seamless **OnboardPro** experience can help you get started and save you time.



Doulas

- To learn how to enroll as a doula into the plan, see the New Jersey Department of Human Services (NJ DHS) **information form** at state.nj.us
- For information from the Department of Human Services, visit their **Doula Care** page at nj.gov
- To find network doulas and to contact our Healthy First steps maternity program, visit our **Doula Provider Directory**.



Please also visit our other QRGs for more detailed information in these areas:

- **Home and Community Based Services (HCBS) Quick Reference Guide**
- **Behavioral Health Quick Reference Guide**
- **Dental Quick Reference Guide**



Mailing address to send correspondence of behalf of a member (not related to utilization management): UnitedHealthcare Community Plan, P.O. Box 2040, Edison, NJ 08818-2040