

UnitedHealthcare Community Plan of Maryland

Quick reference guide for health care professionals

Health care provider resources and contacts



Provider Portal

Use the UnitedHealthcare Provider Portal to:

- Find member- and plan-related information
- Check benefits and eligibility, including viewing digital ID cards
- Check status of and submit prior authorizations, claims, reconsiderations and appeals
- View letters and reports
- And more

Learn more

Online: Chat with a live advocate 8 a.m.–8 p.m. ET from the [UnitedHealthcare Provider Portal](#)

Provider Services phone: 877-542-9231, TTY/RTT 711, 8 a.m.–6 p.m. CT, Monday–Friday.



Websites for network health care providers

[UnitedHealthcare Community Plan of Maryland Homepage](#)
[Maryland Health Connection](#)



Pharmacy websites

[Pharmacy Resources and Physician Administered Drugs](#)
[Health Care Professionals Contact Form](#)

Prior authorizations: Sign in to the portal with your One Healthcare ID to use Pre-Check My Script.



Claims

Please submit claims within 180 days of service, or the time frame outlined in your participation agreement.

Payer ID: 87726

Submitting electronic claims

Use Electronic Data Interchange (EDI) or the [UnitedHealthcare Provider Portal](#).

Submitting paper claims

UnitedHealthcare
Community Plan
P.O. Box 31365
Salt Lake City, UT 841312

Claims management websites

[Claims, billing and payments](#)

[Reconsiderations and appeals](#)



Mental health and substance abuse (Carelton Behavioral Health)

Phone: 800-888-1965

866-835-2755 (TTY), 8 a.m.–6 p.m. ET, Monday–Friday



Maryland Medicaid identification number

The state requires you to have a current MD Medicaid identification (ID) number for Medicaid reimbursement. To apply for a Medicaid ID and for more information, please contact the Health Provider Enrollment HelpLine.

Website: ePREP.health.maryland.gov

Phone: 844-463-7768, 7 a.m.–7 p.m. ET, Monday–Friday, except state holidays

Services available to members



Medical services

- Primary care services
- Maternity and pregnancy care
- X-rays and laboratory services
- Specialist services
- Hospital services
- Primary mental health services
- Emergency and non-emergency medical transportation



Dental services

Available through the Maryland Healthy Smiles Program: 855-934-9812

See a **complete list** of covered and non-covered member services. For additional support for covered services, please refer members to Member Services: **800-318-8821**, TTY **711**, 8 a.m.–7 p.m. ET, Monday–Friday.

Member programs and benefits



Personalized care

- Language interpreter services: **800-318-8821**, TTY **711**, 8 a.m.–7 p.m. ET, Monday–Friday
- Local member advocates and case management services
 - To refer your patient, call the special needs coordinator: 800-460-5689, 8 a.m.–5 p.m. ET, Monday–Friday



Healthy living phone numbers

- Quitting tobacco: **800-784-8669**
- Substance use disorder helpline: **800-888-1965**, TTY **866-835-2755**



Pregnancy and postpartum programs

- Healthy First Steps® pregnancy program and free breast pumps: **800-599-5985**
- **Wellhop for Mom & Baby**



Member helpline

Maryland HealthChoice: 855-642-8572



Virtual member resources

- NurseLine: **877-440-0251**, TTY **711**
- **UnitedHealthcare® mobile app**: Members can easily access health plan information on their phone
- **UnitedHealthcare On My Way™** (OMW) helps young adults get ready to live on their own



Non-emergent transportation

Members can receive assistance by contacting their local health department or member services at **800-318-8821**, TTY **711**.