

UnitedHealthcare Community Plan in North Carolina

Quick reference guide

Please use this quick reference guide to learn more about working with us as you care for patients who are UnitedHealthcare Community Plan members. For more information, including reference guides, manuals and important alerts and bulletins, visit UHCprovider.com/NCcommunityplan.

Working with UnitedHealthcare Community Plan



Online self-service options

Access patient- and practice-specific information 24/7 using the UnitedHealthcare Provider Portal. You can complete tasks online, get updates on claims, reconsiderations and appeals, submit prior authorization requests and check eligibility – all at no cost and without calling. Learn more at UHCprovider.com/portal.



Verifying eligibility

You can verify member eligibility:

- **Online:** Use the Eligibility and Benefits tool on the UnitedHealthcare Provider Portal. To sign in to the portal, visit UHCprovider.com > Sign In.
- **Electronic Data Interchange (EDI):** Request eligibility and benefits as a 270 transaction through your practice management or hospital information system. The 271 response transaction returns information back to your system. For more information, go to UHCprovider.com/edi.
- **By phone:** Call Provider Services at **800-638-3302**, 8 a.m.–6 p.m. ET, Monday–Saturday, or call the number on the member’s ID card



Submitting claims

You can submit claims in one of the following ways:

- **Online:** Use the Claims Submission tool on the portal. Learn more at UHCprovider.com/claims.
- **Electronic Data Interchange (EDI):** Use **Payer ID 87726**. Learn more at UHCprovider.com/edi. EDI support is available at **800-210-8315** or ac_edi_ops@uhc.com.



Requesting prior authorization

Some services require prior authorization. For a complete list, visit [UHCprovider.com/NCcommunityplan](https://uhcprovider.com/NCcommunityplan) > Prior Authorization and Notification.

You can request prior authorization online:

- Use the Prior Authorization and Notification tool on the portal. Learn more at [UHCprovider.com/paan](https://uhcprovider.com/paan).
- **Hospital admission notifications:** Visit [UHCprovider.com/paan](https://uhcprovider.com/paan)
- **278N EDI transactions:** For more information, go to [UHCprovider.com/edi](https://uhcprovider.com/edi) > 278N: Hospital



Admission Notification

• Notification time frames

- Emergency/urgent admission within 24 hours, unless otherwise indicated
- After ambulatory surgery: 1 business day

- **Medical necessity:** UnitedHealthcare Community Plan will pay for claims deemed medically necessary. This will apply to approved services for UnitedHealthcare Community Plan members. Our [Care Provider Manual](#) outlines the requirements.



Reconsiderations and appeals

For information about filing reconsiderations and appeals, go to [UHCprovider.com/claims](https://uhcprovider.com/claims) > Guides and training > Claims Reconsideration Quick Start Guide. For reconsideration questions, call **800-638-3302**, 8 a.m.–6 p.m. ET, Monday–Saturday.



Transportation

- For emergency ambulance services and transportation call 911
- To arrange non-emergency medical transportation (NEMT), including mileage reimbursement and non-emergency ambulance transportation (NEAT), call member services at **800-349-1855** and select the transportation option. Members can also schedule rides through myuhc.com or via MTH Health.
- Transportation providers can call MTM Health at 888-597-1180 for manifest or trip details
- Submit claims for emergency ambulance transportation to UnitedHealthcare
- Claims for non-emergency medical transportation, including NEAT, should be submitted to MTM Health



Online training

We provide a full range of interactive, self-paced guides and instructor-led sessions for health care professionals. To access training, visit UHCprovider.com/training.



NC Tracks

You must be enrolled in the North Carolina Medicaid program through **NCTracks** to join UnitedHealthcare Community Plan of North Carolina.

- North Carolina Medicaid uses NCTracks to manage credentialing and recredentialing
- If you have questions regarding completion of the provider enrollment online application, contact the North Carolina Department of Health and Human Services:

- **Phone:** 800-866-6698

- **Fax:** 855-710-1965

- **Email:** NCTracksprovider@nctracks.com

- You have the right to review and correct information you submitted to support your credentialing/recredentialing application
- Provider record maintenance requires submission of a Manage Change Request (MCR) by contacting the NC Tracks Call Center at 800-688-6696 or through the online portal at nctracks.nc.gov



Questions? We're here to help.

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

Contact	Phone/Link
Advanced Medical Home (AMH) support	uhc-amh-support@uhc.com
Ancillary services	NC_ancillary_healthplan@uhc.com
Contracting	UHCprovider.com/join carolinas_physician_contracting@uhc.com
Customer service	UHCprovider.com/contactus
EDI support	ac_edi_ops@uhc.com 800-210-8315
Electronic visit verification (EVV) support	ncevv@uhc.com
Fraud, waste and abuse	uhc.com/fraud
Interpreter services	800-638-3302 or 877-261-6608
MARCH [®] Vision Care	866-376-6780 or 844-736-2724
North Carolina quality support	nc_qualitysupport@uhc.com
NurseLine	855-202-0992, 24 hours a day, 7 days a week
Optum (Behavioral Health) Referral and Crisis	877-617-0484 or providerexpress.com
Pharmacy Service Line	855-258-1593 (Optum Rx [®]) or UHCprovider.com/pharmacy
Prior authorization	UHCprovider.com/portal
Provider services	UHCprovider.com/contactus 800-638-3302
Transportation vendor MTM Health	888-597-1180 or visit mtm-inc.net/driverswanted