


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

 <p>Health Plan (80840) 911-86047-08</p>		<p>Printed: 06/23/23</p>	
<p>Member ID: 000300076 Group Number: NJFAMCAR</p>		<p>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.nyuhc.com/communityplan or call.</p>	
<p>Member: REISSUE ENGLISH</p>		<p>Member Services/ Dental/Vision: 1-800-941-4647 TDD/TTY 711</p>	
<p>PCP Name: DOUGLAS GETWELL PCP Phone: (201)792-3022 Issue Date: 06/22/23</p>		<p>In an emergency go to nearest emergency room or call 911.</p> <p>For Providers: UHCprovider.com 1-888-362-3368 Medical Claims: PO Box 5250, Kingston, NY, 12402-5250</p>	
<p>Copy: No Copays</p>		<p>Pharmacy Claims: OptumRX, PO Box 650334, Dallas, TX 75265-0334 For Pharmacists: 1-877-305-8952</p>	
<p>See reverse for dental/vision benefits DOI-0501</p>		<p>NJ FamilyCare A Underwritten by AmeriChoice of New Jersey, Inc.</p>	

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

			
<p>UnitedHealthcare Dual Complete ONE (HMO D-SNP)</p>		<p>Printed Date: 01/28/2023 Plan Year: 2023</p>	
<p>Sample A Sample</p>		<p>For Members: myuhc.com/CommunityPlan Customer Services: 1-800-514-4911, TTY 711</p>	
<p>Member Number Medicaid Number 123456789-00 123456789</p>		<p>For Providers: UHCprovider.com Provider Service: 1-888-362-3368</p>	
<p>RxBIN RxPCN RxGRP 610097 9999 MPDACUNJ</p>		<p>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: 1-877-889-6510</p>	
<p>Group Number: NJDUALCM H3113-005-000</p>		<p>In an emergency, go to the nearest emergency room or call 911. Preauthorization not required for emergency care. For Dental Services, call Customer Service.</p>	
<p>PCP: Dr. Jane Sample PCP: 555-555-5555 Copay: PCP \$0 Spec \$0</p>		<p>Card #: 9999999999999999 Security Code: 9999</p>	
			

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: Reconsiderations
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**
- **Housing services, supports and assistance quick reference guide**
- **MLTSS nutritional supports 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