



UnitedHealthcare Community Plan of Iowa Quick Reference Guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources.



Link Self-Service Tools

Link's self-service tools can quickly provide the comprehensive information you may need for most UnitedHealthcare benefit plans – without the extra step of calling for information. Use Link to perform secure online transactions:

- Check member eligibility and benefits
- Manage claims
- Request prior authorization

You can capture screenshots of your activity or record reference numbers for better documentation.

To sign in to Link or register, go to UHCprovider.com and click on the Link button in the top right corner or select “new user” to register.

When you use the self-service apps available on Link, after you sign in, select the app you need from your Link dashboard.

To learn more about Link, please visit UHCprovider.com/Link.



Provider Services

Phone: 888-650-3462

- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims status
- Request prior authorization
- Update facility/practice data
- Submit an appeal request

Representatives are available 7:30 a.m. – 6 p.m.
CDT, Monday – Friday.



Sample Member ID Card



Verifying Member Eligibility

Before you provide services to a UnitedHealthcare Community Plan member, make sure they have a current member identification (ID) card.





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Claims Submissions

Please submit claims within **180** days from the date of service. Use Payer ID 87726. If you're sending us a paper claim, mail it to:

UnitedHealthcare Community Plan
Attn: Claims
P.O. Box 5220
Kingston, NY 12402-5220



Prior Authorization Requests

You can submit a request prior authorization online, by phone or by fax:

Online: Visit UHCprovider.com/priorauth.

Phone: Call Provider Services at 888-650-3462.

Fax: Send the request to 888-899-1680.

- Prior authorization request forms are available at UHCCommunityPlan.com > For Health Care Professionals > Iowa > [Provider Forms](#) and listed alphabetically.
- Pharmacy prior authorization request forms are under Pharmacy Program and are listed alphabetically.

A list of services that require prior authorization is available at UHCCommunityPlan.com > For Health Care professionals > Iowa > [Billing & Reference Guides](#). Select the form titled “UnitedHealthcare

Community Plan Prior Authorization” with the most current effective date.

Behavioral Health

Use the Prior Authorization and Notification app to submit a request for behavioral health services. Additional resources for behavioral health are available at UHCCommunityPlan.com > For Health Care Professionals > [Billing & Reference Guides](#).

Radiology and Cardiology

Services that require prior authorization have a unique process. More information is available at UHCCommunityPlan.com > For Health Care Professionals > Iowa. Then select Cardiology or Radiology.



Network Referrals

If you need to refer a patient to a network care provider, please visit UHCCommunityPlan.com > For Health Care Professionals > Iowa > [In-network Provider Look Up](#), or call Provider Services at 888-650-3462.



Appeals

Mail appeal forms to:

UnitedHealthcare Community Plan
Attn: Provider Dispute
P.O. Box 31364
Salt Lake City, UT 84131

The appeal form can be downloaded from UHCCommunityPlan.com > For Health Care Professionals > Iowa > [Provider Forms](#) > Claim Dispute Form.



Additional Resources

If you need additional information, please contact your Provider Advocate.

Provider Advocate maps, provider administrative manual, billing guides, bulletins, quarterly newsletters and other resources are available at UHCCommunityPlan.com > For Health Care Professionals > Iowa > [Provider Information](#).