



UnitedHealthcare Community Plan of Wisconsin Quick Reference Guide

Link and UHCprovider.com

Use Link to perform secure transactions such as checking member eligibility and benefits, finding explanations of benefits (EOBs), managing claims and requesting prior authorization. To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. If you don't have an Optum ID, go to UnitedHealthcareOnline.com and select "New User" to begin registration.

To learn more about using Link, please visit UHCprovider.com > Service Links > Link Self-Service Tools.

UHCCommunityPlan.com

This website offers valuable care provider resources to help you do business with UnitedHealthcare Community Plan Wisconsin. Resources include:

- Care provider newsletters and bulletins
- Care Provider Manual
- Clinical practice guidelines

Our Claims Process

- 1 Review and copy** both sides of the member's ID card. UnitedHealthcare Community Plan members receive a state-issued ID card called the ForwardHealth card and a UnitedHealthcare ID card.
- 2 Notify** us of any planned procedures and services on our prior authorization list.
- 3 Prepare** a complete and accurate electronic or paper claim form. Complete a CMS-1500 (formerly HCFA) or UB-04 form. **Please note:** Claims must be submitted within your timely filing limit.
- 4 Submit** claims electronically on UnitedHealthcareOnline.com.> Claims & payments > Claim submission You can use our electronic Payer ID 87726. For more information, contact your vendor or our Electronic Data Interchange (EDI) at 800-210-8315. If you are submitting a paper claim, please mail it to: **UnitedHealthcare Community Plan, P.O. Box 5280, Kingston NY 12402-5280.**

Notification Timeframes

Emergency Admission: Within one business day of an emergency or urgent admission

After Ambulatory Surgery: Within one business day of an inpatient admission after ambulatory surgery

Non-Emergency Care (except maternity): At least 15 business days prior to non-emergent, non-urgent hospital admissions and/or outpatient services

UnitedHealthcare uses Milliman Care Guidelines for determinations of appropriateness of care. HIPAA mandates the adoption and use of NPI numbers in all standard transactions (claims, eligibility, remittance advice, claims status request/response and authorization request/response) for all health care providers who conduct business electronically.



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Submitting Complete Claims

A complete claim includes the following:

- Patient's name, date of birth, address and ID number
- Name, signature, address and phone number of physician or physician performing the service, as in your contract document
- National Provider Identifier (NPI) number
- Physician's tax ID number
- CPT and HCPCS procedure codes with modifiers (where appropriate)
- ICD-10 or current diagnostic codes
- Revenue codes (UB-04 only)
- Date, place and number of services or units rendered
- Referring physician's name (if applicable)
- Information about other insurance coverage, including job-related, auto or accident information (if applicable)
- Attach operative notes for claims submitted with modifiers 22, 62, 66 or any other team surgery modifiers
- Attach an anesthesia report for claims submitted with QS modifier
- Attach a description of the procedure or service provided for claims submitted with unlisted medical or surgical CPT codes, or experimental or reconstructive services (if applicable)
- Include the exact National Drug Code that appears on the product administered

Prior Authorization

For a complete and current list of prior authorization requirements, go to UHCCommunityPlan.com > **For Health Care Professionals** > **Wisconsin** > **Prior Authorization** or call **877-651-6677**. Fax your prior authorization requests to **800-897-8317**.

Contact Us

Provider Services

Phone: 877-651-6677

- Confirm member eligibility and benefits
- Check claims status and submit appeals
- Request prior authorization
- Update facility/practice data

This is an automated line, available weekdays, 8 a.m. – 5 p.m. Central Time (except major holidays).

Behavioral Health

Phone: 877-651-6677

Fax: 800-322-9104

Member Services Helpline

BadgerCare/ Medicaid: **800-504-9660** Dual Complete: **800-396-1942**

Member Services is available weekdays 7 a.m. to 7 p.m. to assist members with transportation, dental, and interpreter and translation services.

Member Advocates

888-246-8140

Weekdays, 8 a.m. – 5 p.m. Central Time

NurseLine

BadgerCare/ Medicaid: 866-827-0806

24/7 health information and resources for members from registered nurses

Vision Services

BadgerCare/ Medicaid only Phone: 855-319-0425

Routine vision care is provided by Herslof Vision. Care providers and members may contact Herslof Vision for questions or to make an appointment.

Appeals Mail Address

UnitedHealthcare Community Plan in Wisconsin
P.O. Box 31364
Salt Lake City, UT 84131-0364

Fraud and Abuse Division

UnitedHealthcare Community Plan
in Wisconsin Special Investigations
Unit

Phone: 866-242-7727

Healthy First Steps

Phone: 800-599-5985

Fax: 877-353-6913