

# UnitedHealthcare Community Plan of Maryland Provider Quick Reference Guide

This reference guide provides you with quick access to local and national resources.



## Link and UHCprovider.com

Use UHCprovider.com and Link to perform secure transactions for your patients who have transitioned to the core UnitedHealthcare systems:

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

You'll need an Optum ID to access Link and UHCprovider.com. If you don't have an Optum ID, go to UHCprovider.com and select "New User" to begin registration. To learn more about using Link and UHCprovider.com, please visit [UHCprovider.com](https://UHCprovider.com) > New User > Accessing Link via UHCprovider.com.

## UHCCommunityPlan.com

To view information about UnitedHealthcare Community Plan of Maryland, such as the administrative manual, clinical guidelines, information on referral requirements and prior authorization forms, go to [UHCCommunityPlan.com](https://UHCCommunityPlan.com) > For Health Care Professionals > Maryland.



## Provider Services

**Phone:** Call 877-842-3210, 6 a.m. – 6 p.m. Eastern Time, Monday through Friday, to speak to a representative (except major holidays). Interactive Voice Response is available 24 hours a day, 7 days a week. Provider services can help:

- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims and referral status
- Update facility/practice data
- Submit an appeal request
- Initiate credentialing or check status

## Local Resources

**Local Maryland Provider Advocate Mailbox:** [md\\_dc\\_de\\_provider\\_relations@uhc.com](mailto:md_dc_de_provider_relations@uhc.com).

## Panel Report/Member Rosters

To view your panel report, go to [UHCprovider.com](https://UHCprovider.com) > Link > Tools & Resources > Reports > Panel Roster, or contact your Provider Advocate.



## Prior Authorization Requests Medical

**Phone:** 866-604-3267, 24 hours a day, 7 days a week

**Fax:** 888-899-1681

For a list of services that require prior authorization, please go to [UHCCommunityPlan.com](https://UHCCommunityPlan.com) > For Health Care Professionals > Maryland > Provider Information.

## Cardiology and Radiology

**Phone:** 866-889-8054, 7 a.m. to 7 p.m. Eastern Time

**Prior Authorization forms** are available online at [UHCCommunityPlan.com](https://UHCCommunityPlan.com) > For Health Care Professionals > Maryland > Prior Authorization Requirements > Prior Authorization Fax Form.

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## Prescription Drugs

Please use the Prescription Drug Prior Authorization Request Forms available at [UHCCommunityPlan.com](http://UHCCommunityPlan.com) > For Health Care Professionals > Maryland > Pharmacy Program.

## Pharmacy Prior Authorization

For injectables, specialty pharmacy and medications that require prior authorization.

**Phone:** 800-310-6826, 9 a.m. to 9 p.m. Eastern Time

**Fax:** 866-940-7328



## Member Resources

The following resources should be used to help members who may need additional assistance.

### Case Management Services

For special needs population referrals, call Special Needs Coordinator at **443-896-9081**.

### Transportation

Please have members contact their local health department (LHD) for help with transportation. Contact information for each LHD is available in our administrative manual, at [UHCCommunityPlan.com](http://UHCCommunityPlan.com) > For Health Care Professionals > Maryland > Administrative Manual

### Interpreter Services

If a member needs help with language translation, please have them call member services to request interpreter services.

**Phone:** 800-318-8821, TTY 711, 8:00 a.m. to 7:00 p.m., Monday through Friday

### Healthy First Steps Program

Please direct members to our maternity case management program if they indicate they would like assistance with managing their pregnancy.

**Phone:** 800-599-5985, TTY 711, 8:00 a.m. to 5:00 p.m., Monday through Friday

### NurseLine

If a member cannot reach their primary care provider, they can call UnitedHealthcare's NurseLine toll-free to talk to a nurse.

**Phone:** 877-440-0251, TTY 711, 24 hours a day, 7 days a week

### Health4Me

Our free downloadable app for Apple or Android devices can help members:

- Find a provider or urgent care center
- Learn about benefits, view their ID card and contact Member Services



## Other Online Resources

- Healthcare Effectiveness Data and Information Set (HEDIS)/National Committee for Quality Assurance (NCQA): [ncqa.org](http://ncqa.org).
- Early and Periodic Screening, Diagnostic, and Treatment (EPSDT)/Healthy Kids: [mmcp.dhmdh.maryland.gov/epsdt](http://mmcp.dhmdh.maryland.gov/epsdt).