

UnitedHealthcare Community Plan of Nebraska Behavioral Health

Key Points

- UnitedHealthcare Community Plan of Nebraska offers a Whole Person Care Model that helps connect members to the right resources for better behavioral health outcomes.
- Participating care providers have extensive resources at their disposal, including clinical guidelines, treatment tools and multiple options for claims management.

Overview

UnitedHealthcare Community Plan of Nebraska offers a behavioral health care model focused on promoting collaborative care for improved health outcomes. By offering innovative tools and personalized support, we help our participating care providers have more time to focus on delivering quality patient care. Below are answers to common care provider questions.

Frequently Asked Questions

Whole Person Care Model

Q1. What is the UnitedHealthcare Whole Person Care Model?

A1. Our Whole Person Care model promotes positive health outcomes through collaboration between medical, specialty and behavioral health care providers.

Q2. How does the Whole Person Care Model influence behavioral health care providers?

A2. The model supports behavioral health care providers in a variety of ways. Our care managers are cross-trained to work with physical, behavioral and co-morbid health conditions, while the Whole Person Care team promotes better communication between care providers, social services, the member and their family. By finding identifying care opportunities, the team strengthens service coordination and helps ensure member needs are met.

Behavioral Health Claims

Q3. How can I submit behavioral health claims?

A3. You have several options for submitting claims. You may submit electronically through clearinghouses such as Medavant or WedbMD ENVOY. You may also submit online at UnitedHealthcareOnline.com > Claims & Payments > Claim Submission

Paper claims may be mailed to:
UnitedHealthcare
P.O. Box 31365
Salt Lake City, UT 84131

Q4. Is preauthorization required for outpatient behavioral health therapy services?

A4. Preauthorization is not currently required for outpatient behavioral health therapy. However, outpatient services are managed retrospectively through our Algorithms for Effective Reporting and Treatment (ALERT) program, which uses a claims-based algorithm to monitor utilization patterns in

behavioral health. Based on those delivery patterns, we may initiate a clinical review related to authorization of further services.

Q5. Does UnitedHealthcare Community Plan of Nebraska accept crossover claims from Medicare?

A5. Yes, we accept Medicare crossover claims for behavioral health services. The automated crossover process will be implemented by March 2017. Until then you may submit crossover claims with the Medicare EOB information in electronic and paper formats, using the standard submission process.

Q6. Does your system accept EDI claims, including test claims?

A6. Yes. To learn more about electronic claim submission, please visit:

[ProviderExpress.com > Admin Resources > Claim Tips > Electronic Claim Submission and Electronic Data Interchange](#)

You may also contact our EDI Support Team at **800-842-1109**.

Q7. What is the United Healthcare Community Plan of Nebraska appeals process?

A7. To appeal a decision regarding authorization or provision of services, please send documents within 90 calendar days from the date on the Notice of Action to:

National A&G Service Center
P.O. Box 31364
Salt Lake City, UT 84131

You may also begin your appeal by calling **866-331-2243**.

Expedited appeal decisions can be requested if there is a risk to the patient's health. These appeals will be completed in 72 hours.

Becoming a UnitedHealthcare Community Plan Care Provider

Q8. How can I join the UnitedHealthcare Community Plan network?

A8. To join our network, please complete and submit the Network Participation Request Form at:

[Providerexpress.com > Quick Links > Join Our Network > Network Participation Request Form](#).

After submitting the form, you will receive application materials such as a provider agreement and Disclosure of Ownership form.

For facility contracting, please contact an Optum network manager at **neherhlth@optum.com**.

Q9. Does UnitedHealthcare Community Plan contract with out-of-state providers licensed in Nebraska?

A9. We may contract with providers from contiguous states who hold a Nebraska license and are enrolled with Nebraska Medicaid when doing so can improve a member's access to care.

Q10. Will United Healthcare Community Plan credential Licensed Mental Health Professionals (LMHPs)?

A10. United Healthcare Community Plan may credential and contract with Nebraska LMHPs when they practice under appropriate supervision as required by licensure.



Q11. Are there restrictions on providing telehealth services for psychiatrists, psychologists and licensed independent mental health professionals?

A11. UnitedHealthcare will reimburse certain telehealth services according to Medicaid guidelines. All care providers must meet licensure standards for the services provided.

Care Provider Resources

Q12. Where can I find provider manuals and other resources, such as Clinical Practice Guidelines?

A12. For the UnitedHealthcare Community Plan of Nebraska Provider Manual, please visit:

UHCommunityPlan.com > For Health Professionals > Nebraska > Provider Manual

Optum Behavioral Health manuals and treatment record review tools may be found at:

ProviderExpress.com > Clinical Resources > Guidelines/Policies & Manuals

Clinical Practice Guidelines are available at:

UHCommunityPlan.com > For Health Professionals > Nebraska > Clinical Practice Guidelines

Link is your gateway to many UnitedHealthcare online tools and resources for claims management, prior authorization and more. Please sign in at **UnitedHealthcareOnline.com**.

Q13. Who can I contact for support?

A13. If you have questions, please contact your Behavioral Health Provider Advocates:

- Alison Scheid at 612-632-6788 or **alison.scheid@optum.com**
- Tracy Gandara-Moore at **763-732-6060** or **tracy.gandara-moore@optum.com**

Thank you.

