How to Join Our Network

UnitedHealthcare Community Plan encourages qualified physicians and health care professionals to consider applying to join our participating provider network.

You can apply online or by calling 877-842-3210. Say or enter your tax identification (TIN) or social security number (SSN) and follow these prompts: health care professional services > credentialing > request for participation.

Credentialing Requirements

We credential providers according to the following criteria and recredential every 36 months:

- Current state license or certification (if applicable)
- Medicare participation certification (if applicable)
- Certifications and/or accreditation certificates
- Current professional malpractice and comprehensive general liability
- W-9
- National Provider Identification number
- Texas Provider Identification number or Atypical Texas Provider Identification Number
- Staff roster, including attending physicians

We continually evaluate our provider network as part of our efforts to offer members a choice of quality providers. Submitting an application to join our network is not an automatic approval. We review each case and make determinations based on availability of providers in a geographic region and other network requirements.

Select the Service Delivery Area (SDA) with counties outlines below in which you serve patients.

- **Harris SDA** - Austin, Brazoria, Fort Bend, Galveston, Harris, Matagorda, Montgomery, Waller, Wharton
- **Hidalgo SDA** - Cameron, Duval, Hidalgo, Jim Hogg, Maverick, McMullen, Starr, Webb, Willacy and Zapata
- **Jefferson SDA** - Chambers, Hardin, Jasper, Jefferson, Liberty, Newton, Orange, Polk, San Jacinto, Tyler, Walker
- **Nueces SDA** - Aransas, Bee, Brooks, Calhoun, Goliad, Jim Wells, Karnes, Kenedy, Kleberg, Live Oak, Nueces, Refugio, San Patricio and Victoria
- **Travis SDA** - Bastrop, Burnet, Caldwell, Fayette, Hayes, Lee, Travis, Williamson

Electronic Application Process

UnitedHealthcare Community Plan and its entities partner with the Council for Affordable Quality Healthcare (CAQH) to credential our providers. CAQH’s universal provider data source is a secure online application process that allows you to complete your application online and transmit it to us electronically. For details, go to [CAQH.org](http://CAQH.org). Your application may be submitted directly to CAQH or you may select to submit directly to the health plan appropriate to your provider type and service location.

Non-Discrimination Notice

UnitedHealthcare Community Plan does not deny or limit the participation of any provider or facility in the network and/or otherwise discriminate against any provider or facility based on any characteristic protected under state or federal discrimination laws. UnitedHealthcare Community Plan does not have a policy of terminating any provider who advocated on behalf of a member, filed a complaint against UnitedHealthcare Community Plan, appealed a UnitedHealthcare Community Plan decision or requested a review or challenged a UnitedHealthcare Community Plan termination decision.
### How to Join Our Network

Thank you for your interest in joining our network! Your application may be submitted directly to [CAQH.org](http://caqh.org) or you may select to submit directly to the health plan appropriate to your provider type and service location as outlined here. Please note the service area restrictions where applicable.

<table>
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<tr>
<th>Ancillary/Facility/Hospital/Acute Care Providers</th>
<th>Acute Care Providers (including Ophthalmology)</th>
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<tbody>
<tr>
<td>Jefferson, Hidalgo, Houston, Nueces and Travis service delivery areas</td>
<td>MRSA Central and MRSA Northeast</td>
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</table>

**UnitedHealthcare Community Plan**

- Online: UnitedHealthcareCommunityPlan.com
- Email: ProviderservicesTX@uhc.com
- Phone: 877-842-3210
- Fax: 866-571-1060

**Behavioral Health**

**Optum**

- Online: providerexpress.com
- Email: txbns@optum.com
- Phone: 877-614-0484
- Fax: 800-892-2820
- Mail: Optum Behavioral Solutions 2000 West Loop South Ste. 900 Houston, TX 77027

**Long Term Services and Supports**

**UnitedHealthcare Community Plan**

- Online: UnitedHealthcareCommunityPlan.com
- Email: uhc_cp_prov_relations@uhc.com
- Phone: 888-787-4107
- Fax: 855-500-3356

**Pharmacy**

**OptumRx**

- Online: optumrx.com
- Email: networks@rxsol.com
- Phone: 800-613-3591
- Mail: OptumRx P.O. Box 509075 San Diego, CA 92150-9075

**Rehabilitation Therapies** non-facility

**Optum Physical Health**

- Online: myoptumhealthphysicalhealth.com
- Phone: 800-873-4575

**Ophthalmology**

Jefferson, Hidalgo, Houston, Nueces and Travis service delivery areas

**Envolve Benefit Options**

- Online: opticare.com
- Phone: 800-531-2818
- Fax: 800-980-4002

**Routine Vision**

**Superior Vision**

- Online: blockvision.com
- Phone: 800-243-1401 x 1067

**Nursing Facilities Long Term Care for STAR+PLUS**

**Optum**

- Attention: Nursing Facility Long Term Care Contracting 5800 Granite Parkway, Suite 900 Plano, TX 75024
- Phone: 866-858-3546
- Email: NhpRA3@optum.com
- Fax: 800-984-6585

**Dentistry for STAR+PLUS**

**UnitedHealthcare Dental**

- Phone: 877-378-5301

[UnitedHealthcare Community Plan](http://www.uhc.com)