

UnitedHealthcare Community Plan of Nebraska Quick Reference Guide

Need to contact UnitedHealthcare Community Plan of Nebraska? This reference guide provides you with quick access to a variety of resources.



Link and UnitedHealthcareOnline.com

Use Link to check member eligibility and benefits, manage claims and perform other transactions. To access Link, sign in to UnitedHealthcareOnline.com using your Optum ID. If you don't have an Optum ID, visit UnitedHealthcareOnline.com and select "New User" to begin registration.

To learn more about Link, please visit [UnitedHealthcareOnline.com > Tools & Resources > Health Information Technology > Link](#).



Provider Services

Phone: 866-331-2243

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

Representatives are available weekdays, 7 a.m. – 8 p.m. Central Time (except major holidays).



Eligibility and Benefits

Use the Eligibility & Benefits app on Link or call 866-331-2243.



Network Referrals

You may find a network provider online or by calling us.

Online: [UHCCommunityPlan.com > For Health Care Providers > Nebraska > Find a Physician](#).

Phone: 866-331-2243



Prior Authorization Requests

Phone: 866-604-3267

Fax: 866-622-1428

Prior Authorization forms are available at [UHCCommunityPlan.com > For Health Care Professionals > Nebraska > Provider Forms](#).

To view a complete list of services that require prior authorization, visit [UHCCommunityPlan.com > For Health Care Professionals > Nebraska > Billing & Reference Guides > Advanced Notification/Prior Authorization List](#).



Prescription Drugs

Please use the Prescription Drug Prior Authorization Request Form available at [UHCCommunityPlan.com > For Health Care Professionals > Nebraska > Provider Forms](#).

Some drug-specific forms are available at [UHCCommunityPlan.com > For Health Care Professionals > Nebraska > Pharmacy Program](#).

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Claims Submission

Please submit claims within the timely filing guidelines outlined in your contract with us.

Electronic Claims:

Please submit electronic claims to UnitedHealthcareOnline.com > Claims & Payments > Claim Submission.

Electronic Data Interchange (EDI): Use Payer ID 87726

Paper Claims:

Please mail claims to:
UnitedHealthcare Community Plan – Nebraska
P.O. Box 31365
Salt Lake City, UT 84131



Claims Management and Reconsideration

Please use the Claims Management and Claims Reconsideration apps on [Link](#) or call 866-331-2243.



Appeals Submission

The appeal form is located at UHCCommunityPlan.com > For Health Care Professionals > Nebraska > Provider Forms > Provider Disputes.

Please mail the form to:

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



Other Resources

For more information, please contact your Provider Advocate or visit UHCCommunityPlan.com > For Health Care Professionals > Nebraska.



Sample Member ID Card

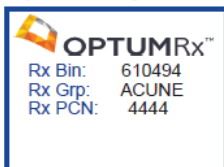


Health Plan/Plan de salud (80840) 911-87726-04

Member ID/ID del Miembro: 999999999 Group/grupo: NESHAD

Member/Miembro:
SUBSCRIBER BROWN
Medicaid Number: 99999999999
PCP Name/Nombre del PCP:
DR. PROVIDER BROWN
PCP Phone/Teléfono del PCP:
(999)999-9999

Payer ID/ID del Pagador: 87726



0501

Administered by UnitedHealthcare of the Midlands, Inc.

In an emergency go to nearest emergency room or call 911.

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En caso de emergencia, acuda a la sala de emergencia más cercana o llame al 911.
This card does not guarantee coverage. For coordination of care call your PCP. To verify benefits or to find a provider, visit the website www.uhccommunityplan.com or call.

For Members/Para Miembros: 800-641-1902 TTY 711
Vision/Servicios para la vista: 800-879-6901
NurseLine/Línea de enfermeras: 877-543-4293
Enrollment Broker/Agent de ventas: 888-255-2605

For Providers: www.uhccommunityplan.com 866-331-2243
Claims: PO Box 31365, Salt Lake City, UT 84131

For Pharmacist: 1-877-231-0131

Pharmacy Claims: OptumRx PO Box 29044, Hot Springs, AR 71903