

Commonwealth Coordinated Care Plus (CCC Plus) Program Quick Reference Guide

This reference guide provides you with quick access to a variety of resources to help make it easier for you to contact us about the Commonwealth Coordinated Care Plus (CCC Plus) Program .



Prior Authorization Requests and Care Coordination Notification

Phone: 1-866-622-7982

Fax: 1-855- 770-7088

All Home and Community Based services (HCBS) or Long Term Services and Supports (LTSS) require prior authorization.

All members requiring HCBS/LTSS receive a comprehensive assessment by a Case Manager. Case managers work with members to develop a person-centered care plan that includes:

- Coordination and monitoring of needed services.
- Communication of necessary information about changes in the members' health or the ability to help care providers in planning, delivering and monitoring services.
- Coordination of resources across all facets of care to help minimize any negative affect on the member.
- Identification of needed HCBS/LTSS services by the case manager and member based on the care plan. After agreement on the services, the case manager authorizes the HCBS/LTSS services.

If you need assistance identifying a members Care Coordinator, please call: 866-622-7982, 8 a.m. – 5 p.m. ET, Monday through Friday.



Claims Submission

Electronic Claims:

UnitedHealthcareOnline.com

UnitedHealthcareOnline.com offers direct data entry for professional claims (CMS-1500 claims only), at no cost. New to our website? Please check out our tutorials on how to use the website or register to attend an upcoming training session.

Link, your gateway to UnitedHealthcare's online applications and tools, includes features such as:

- Claims Management
- Eligibility & Benefits
- Provider Data Management

To access Link, sign in to UnitedHealthcareOnline.com using your Optum ID. 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 UnitedHealthcareOnline.com > Tools & Resources > Health Information Technology > Link.

Office Ally

Office Ally is a free, web-based service where you can enter professional (CMS-1500) and institutional (UB-04) claims manually, or upload them through your existing software.

To learn more, contact Office Ally at 360-975-7000, option 3 and refer to code UHCCP or go to UnitedHealthcareOnline.com > Tools & Resources > UnitedHealthcare Community Plan Resources > Tools & Resources > No Cost Solution for Filing Claims Electronically.

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Electronic Data Interchange (EDI) Clearinghouse

You can select any clearinghouse with a connection to UnitedHealthcare to exchange EDI transactions. UnitedHealthcare has many tools and resources available to assist you in being successful with all your UnitedHealthcare electronic transactions.

To learn more, go to UnitedHealthcareOnline.com > Tools & Resources > EDI Education for Electronic Transactions

Please submit claims within 365 days of service.

Payer ID: 87726

Paper Claims:

Please mail claims to the address listed on the back of the member's ID card.



Other Resources for HCBS and LTSS Care Providers

Your Provider Advocate

For more information about the Commonwealth Coordinated Care Plus (CCC Plus) program, please contact our HCBS Provider Advocate team at hcbs_northeast_pr@uhc.

UHCCommunityPlan.com

On the date your program starts, you can access UnitedHealthcare Community Plan network participation information, including your provider manual, resources for claims and member information, training and education information and network news.

Go to UHCCommunityPlan.com > For Health Care Professionals > Select your state.

Electronic Tools & Resources

Visit UnitedHealthcareOnline.com > Tools & Resources > UnitedHealthcare Community Plan Resources > Electronic Tools & Resources for Home and Community Based Services (HCBS) & Long Term Support Services (LTSS) Providers.

Provider Services

When you call provider services, you'll be able to:

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

Phone: 877-843-4366

You may be prompted to enter the member's date of birth, the date of service, the member's ID number and the group number listed on the member's ID card.

Representatives are available weekdays, 8 a.m. – 6 p.m. ET (except major holidays).