

# UnitedHealthcare Community Plan of Hawaii

## Quick reference guide

This guide offers a variety of contacts and resources for UnitedHealthcare Community Plan of Hawaii. For more information about the plan, go to [UHCprovider.com/HIcommunityplan](https://UHCprovider.com/HIcommunityplan).



### Provider Portal and UHCprovider.com

The UnitedHealthcare Provider Portal is your gateway to our online, self-service tools.

You can use the portal to:

- Check member eligibility and benefits
- Manage claims
- Request prior authorization
- View electronic payments and statements
- Check member eligibility and review detailed benefits. Learn more at [UHCprovider.com/eligibility](https://UHCprovider.com/eligibility) and by using the [Eligibility and Benefits: Interactive Guide](#).

To access the portal, go to [UHCprovider.com](https://UHCprovider.com) and click Sign In in the top-right corner to log in using your One Healthcare ID and password. If you don't have a One Healthcare ID, visit [UHCprovider.com/access](https://UHCprovider.com/access).



### Provider Services

Call Provider Services for the following:

- Check the status of your claims
- Confirm member eligibility and benefits
- Provide care coordination notification
- Submit a dispute
- Update your facility/practice data

Representatives are available at **888-980-8728**, 7:45 a.m.-4:30 p.m. HST, Monday-Friday (excluding major holidays).



### UnitedHealthcare provider directory

The UnitedHealthcare provider directory allows you to search for in-network doctors, clinics and hospitals. To access the directory, go to [UHCprovider.com/findprovider](https://UHCprovider.com/findprovider).



## Prior authorization

You can also request prior authorization using the following:

- **Online:** Use the Prior Authorization and Notification tool on the UnitedHealthcare Provider Portal.  
To get started, sign in to the portal with your One Healthcare ID.
  - You'll then click Prior Authorizations in the global header after signing in and follow the prompts to submit a request
  - Our Prior Authorization and Notification Interactive Guide has additional information and instructions
- **Phone:** Call **888-980-8728**
- **Fax:** You can fax requests to 800-267-8328. The fax form is available at [Prior Authorization Request forms](#).

To view the prior authorization list for the UnitedHealthcare Community Plan of Hawaii, go to [UnitedHealthcare Community Plan Prior Authorization Hawaii – Effective May 1, 2023](#).



## Prescription drugs

To find pharmacy information related to prescription drugs, including prescription drug lists, step therapy policies, quantity limits and prior authorization requirements, go to [Pharmacy Resources and Physician Administered Drugs](#).



## Claims submission

The following is an overview of options for submitting claims:

### UnitedHealthcare Provider Portal tools

You can submit claims electronically by going to the Claims and Payments tab in the portal. You can also check payment status, file a claims reconsideration request and more. To learn more, go to our [Claims Interactive Guide](#).

### Electronic Data Interchange (EDI)

You can file claims electronically through an EDI connection. Using EDI for all eligible UnitedHealthcare transactions can help your organization improve efficiency, reduce costs and increase cash flow. You can select any vendor or clearinghouse with a connection to UnitedHealthcare to make exchange transactions. The Payer ID for UnitedHealthcare Community Plan of Hawaii is **87726**. To Learn more about EDI, visit our [Electronic Data Interchange](#) site. If you have questions, contact EDI Support at [ac\\_edi\\_ops@uhc.com](mailto:ac_edi_ops@uhc.com) or **800-210-8315**, 4 a.m.-10 a.m. HST, Monday-Friday (excluding major holidays).

### Paper claims

You can mail paper claims to the address on the member's ID card or send them to:

UnitedHealthcare Community Plan of Hawaii  
P.O. Box 31365  
Salt Lake City, UT 84131-0365



### Paper claims (cont.)

Please submit claims within 1 year from the date of service or date of discharge unless otherwise stated in your participation agreement. For questions, call Provider Services at **888-980-8728**, 8 a.m.–8 p.m. HST, Monday–Friday.



### Electronic payment options

**Electronic payment options** is the tool for your practice to receive electronic funds transfer (EFT) and electronic remittance advice (ERA) for UnitedHealthcare Community Plan of Hawaii and other UnitedHealthcare benefit plans. You can receive claims payments by direct deposit or virtual card payment (VCP) 5–7 days faster than with paper checks.



### Claims reconsideration

There are 2 ways to submit your claims reconsideration requests:

**Online:** Use the Claims and Payments tool on the UnitedHealthcare Provider Portal.

**Mail:** Complete a **Single Paper Claim Reconsideration Request Form** and mail it to the following address along with a copy of the related provider remittance advice or explanation of benefits:

UnitedHealthcare Community Plan of Hawaii  
P.O. Box 31365  
Salt Lake City, UT 84131-0365



### Claim disputes

If you're not satisfied with the outcome of a claim reconsideration request, you can submit a formal claim dispute using the process outlined in the **UnitedHealthcare Community Plan of Hawaii Care Provider Manual**.



### Health care professional training and education

Training and education resources for UnitedHealthcare Community Plan of Hawaii are available under **Healthcare Professional Education and Training**.



### Sample member ID card

United Healthcare Community Plan  
Health Plan (80840) 911-87726-04  
Member ID: 9999997002 Group Number: HIQI  
Member: REISSUE M ENGLISH Payer ID: 87726  
PCP Name: DOUGLAS GETWELL PCP Phone: (717)851-6816  
Rx Bin: 610494 Rx Grp: ACUHI Rx PCN: 4500  
Effective Date: 06/16/2013  
0501 TPLN Administered by UnitedHealthcare Insurance Co.

In an emergency go to nearest emergency room or call 911. Printed: 01/30/23  
Your PCP will coordinate your health care, except in an emergency. Members have direct access to family planning and women's health services. Member Services available Monday through Friday 7:45 - 4:30 HST.  
For Members: uhccommunityplan.com/hi 888-980-8728 (TTY 711)  
Behavioral Health, toll free: 888-980-8728  
Transportation, toll free: 866-475-5748  
24 Hour NurseLine, toll free: 888-980-8728  
For Providers: UHCprovider.com 888-980-8728  
Medical Claims: PO Box 31365, Salt Lake City, UT 84131-0365  
Behavioral Health Claims: PO Box 30757, Salt Lake City, UT 84130-0757  
Pharmacy Claims: OptumRX, PO Box 650334, Dallas, TX 75265-0334  
Pharmacy Help Desk: 844-568-2147

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.



## **Additional key benefits**

### **Behavioral health**

Phone: Call 888-980-8728, 7:30 a.m.-4:30 p.m. HST, Monday-Friday

### **Modivcare non-emergent medical transportation**

Phone: Call 866-475-5744, 7:30 a.m.-4:30 p.m. HST, Monday-Friday

### **Pharmacy services**

877-305-8952 (Optum Rx and mail order)

844-568-2147 (Toll-free pharmacy help desk)

855-427-4682 (Optum Specialty Pharmacy)