UnitedHealthcare Community Plan of Maryland

Quick reference guide for health care professionals

Health care provider resources and contacts

Provider Portal

Use the UnitedHealthcare Provider Portal to:

- Confirm member eligibility and benefits
- Check claims status
- Request prior authorization
- Update facility/practice information
- Submit an appeal request

Learn more: Provider portal resources

Provider Services phone: 877-542-9231, TTY/RTT **711,** 8 a.m.–6 p.m. CT, Monday–Friday.

Chat: See options and additional contact information at **UHCprovider.com/contactus**.

Websites for network health care providers

UnitedHealthcare Community Plan of Maryland Homepage

Maryland Health Connection

Pharmacy websites

Pharmacy Resources and Physician Administered Drugs

Health Care Professionals Contact Form

Prior authorizations: Sign in to the portal with your One Healthcare ID to use Pre-Check My Script

Claims

Please submit claims within 180 days of service, or the time frame outlined in your participation agreement.

Payer ID: 87726

Submitting electronic claims

Use the **UnitedHealthcare Provider Portal** to view claims status and payment information, access items in Document Library, check eligibility and benefits, and more.

Submitting paper claims

UnitedHealthcare Community Plan
P.O. Box 31365
Salt Lake City, UT 841312

Claims management and reconsideration

Website: **Claims, billing and payments**

Chat: See options and additional contact information at **UHCprovider.com/contactus**.

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Mental health & substance abuse (Optum Maryland)

Phone: 800-888-1965

866-835-2755 (TTY), 8 a.m.–6 p.m. ET, Monday–Friday

Maryland Medicaid identification number

The state requires you to have a current MD Medicaid identification (ID) number for Medicaid reimbursement. To apply for a Medicaid ID and for more information, please contact the Health Provider Enrollment HelpLine

Phone: 844-463-7768, 7 a.m.–7 p.m., Monday–Friday E.T., except state holidays

Website: ePREP.health.maryland.gov

Services available to members

Medical services

- Primary care services
- Maternity and pregnancy care
- X-rays and laboratory services
- Specialist services
- Hospital services
- Primary mental health services
- Emergency and non-emergency medical transportation

Dental services

Available through the Maryland Healthy Smiles Program: 855-934-9812

See a **complete list** of covered and non-covered member services. For additional support for covered services, please refer members to Member Services: **800-318-8821,** TTY **711,** 8 a.m.–7 p.m. ET, Monday–Friday.

Member programs and benefits

Personalized care

- Language interpreter services: **800-318-8821,** TTY **711,** 8 a.m.–7 p.m. ET, Monday–Friday
- Local member advocates and case management services
  - To refer your patient, call the special needs coordinator: 800-460-5689, 8 a.m.–5 p.m. ET, Monday–Friday

Healthy living phone numbers

- Quitting tobacco: **800-784-8669**
- Substance use disorder helpline: **800-888-1965,** TTY **866-835-2755**

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Pregnancy and postpartum programs

• Healthy First Steps® pregnancy program and free breast pumps: **800-599-5985**

• **Wellhop for mom and baby**

Member helpline

Maryland HealthChoice: 855-642-8572

Virtual member resources

• NurseLine: **877-440-0251**, TTY **711**

• **UnitedHealthcare® mobile app:** Members can easily access health plan information on their phone

• **UnitedHealthcare On My Way™** (OMW) helps young adults get ready to live on their own

Non-emergent transportation

Members can receive assistance by contacting their local health department or member services at **800-318-8821, TTY 711**

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