

Doula: Submitting claims and member eligibility

UnitedHealthcare Community Plan of New Jersey

Verifying member eligibility

Make sure to check if a member is eligible on or before the service date to confirm their enrollment and active coverage. To verify member eligibility, call UnitedHealthcare Provider Services at **888-362-3368**, 8 a.m.–6 p.m. ET, Monday–Friday.

You'll need the member's:

- Full name
- UnitedHealthcare ID number listed on the member's card
- Date of birth

If the member is not eligible or enrolled on the date of service, you won't be reimbursed for services.

Out-of-network – Submitting claims

If you have not completed all in-network paperwork with UnitedHealthcare Community Plan of New Jersey, you can submit claims online or by mail.



Online

1. Complete an **out-of-network registration**
2. **Register** for a One Healthcare ID account to access the UnitedHealthcare Provider Portal
3. Log in to the portal
 - Go to the **UnitedHealthcare Provider Portal** and click Sign In at the top right corner
 - Enter your One Healthcare ID
 - In the menu, select **Claims & Payments > Submit a Claim**
 - Complete the fields, attach supporting documents and submit



Mail

Use the CMS-1500 form to submit an out-of-network claim by mail. Send the form to:

UnitedHealthcare Community Plan
P.O. Box 5250
Kingston, NY 12402-5250





In-network – Submitting claims

If you are an in-network health care professional, submit your claims online.

1. Go to the [UnitedHealthcare Provider Portal](#) and click Sign In at the top right corner
2. Enter your One Healthcare ID
3. In the menu, select Claims & Payments > Submit a Claim
4. Complete the fields, attach supporting documents and submit

When submitting claims for reimbursement, use CPT® codes for the services provided. [Review](#) doula requirements and additional details about billing and CPT codes.

Resources

To learn more about online claim submissions, view our [Claim submission interactive guide](#).

Questions? We're here to help.

Find additional information on the State of New Jersey Department of Human Services (DHS) Division of Medical Assistance & Health Services (DMAHS) [Doula Care page](#).

For claim or contracting questions, email us at uhccpnj@uhc.com.

For questions about other service-related issues, like referrals to or from care management, please call Member Services at **800-941-4647**.

For chat options and contact information, visit [Contact us](#).