

UnitedHealthcare Community Plan of Hawaii behavioral health resources guide

This quick reference guide provides a consolidated list of available resources for network care providers. The list includes available state and UnitedHealthcare-specific health plan resources.

Behavioral health integration resources

The following resources apply to all UnitedHealthcare Community Plan of Hawaii adult and pediatric practices.

UnitedHealthcare resources

- [Integrated care resources](#)
- [Provider Training | UnitedHealthcare Community Plan of Hawaii](#)
- [UnitedHealthcare Community Plan of Hawaii Homepage](#)
- [Behavioral Health Resources](#)
- [Behavioral health resources for medical providers](#)
- UnitedHealthcare Community Plan health coordination referral:
Call **888-980-8728** 8 a.m.-5 p.m. HST, Monday-Friday.

You can contact us and/or request to join our Behavioral Health network by sending an email to Momi Au-Keliikoa at pearl.au-keliikoa@optum.com.

Optum resources

Optum provider resource site: [Provider Express](#)

Includes quick links to claim tips – add/update tax ID number, forms, guidelines/policies and manuals, navigating Optum and Optum Pay

Optum behavioral health provider directory

- For members: [Behavioral Health, EAP, Work, Life & Mental Health Services](#)
- For clinicians: [Find your plan | Find Care \(werally.com\)](#)
 1. Select plan type (Medicaid, Medicare, etc.)
 2. Change search location (either city and state or ZIP code)
 3. Search by care category

Hawaii resources

Medicaid Applied Behavior Analysis (ABA) benefit provider resources:
[abaHIMedicaid \(providerexpress.com\)](http://abaHIMedicaid(providerexpress.com))

Applications specific to each island:

- [Child & Adolescent Mental Health Division | How to Apply \(hawaii.gov\)](#)
- [How to Apply – Developmental Disabilities Division \(DDD\) \(hawaii.gov\)](#)
- [ECHO Hawaii – Hawaii Rural Health ECHO \(hawaiiecho.info\)](#)
- [Hawaii QUEST ABA Provider Orientation](#)
- [Hawaii QUEST ABA Provider Quick Reference Guide](#)
- [Hawaii QUEST ABA Treatment Request Form and Guidelines](#)
- [ABA Treatment Request Form](#)

You can contact us and/or request to join our network by emailing Elianet Montejo Morell at elianet.montejo.morell@optum.com.

Member resources

These resources are for members needing adult and pediatric behavioral health services.

Hawaii Cares

For the Hawaii Cares crisis intake hotline, call or text 988. You can also call 808-832-3100 from Oahu and 800-753-6879 for neighboring islands for crisis services for adults and children (services can include crisis mobile outreach, 30-day crisis services manager contact, etc.)

Department of Education/school-based

Kids and parents can access virtual mental health care through [Hawaii Hazel Health](#) if a student is enrolled in a Department of Education school.

Adult and youth physical health telehealth services

• Doctor chat

- 24/7 Access to nonemergent care
- Services: General health questions, questions about where to receive care, urgent care, mental health, chronic care and prevention and women's health

• Referral

- Download the UnitedHealthcare Doctor Chat app or visit UHCdoctorchat.com

* Collective medical technology network activation request:

networkactivation@collectivemedicaltech.com



Questions? We're here to help.

Please email questions to the UnitedHealthcare Behavioral Health Addictions administrator at bh_customerreferrals@optum.com. You can also call member services at **888-980-8728**, TTY **711** 7:05 a.m.-8:05 p.m. PT, Monday-Friday.