# UnitedHealthcare Community Plan of Indiana

Quick reference guide

Here is a quick reference guide that provides information and resources for working with UnitedHealthcare Community Plan of Indiana.



### **Provider Portal**

### UHCprovider.com/INcommunityplan

- Provider Care Manual
- · Prior authorization and notification resources
- · Current policies and clinical care guidelines
- Indiana Health Information Exchange
- Training on how to use our self-service tools including how to view and submit claims, check eligibility, request prior authorizations and stay updated on policies and procedures



### **Provider Services**

Call 877-610-9785 to answer questions regarding:

- · Benefits and eligibility
- · Claim decisions
- Billing
- Forms required for services
- Clinical care models and prior authorization

Tip: You can also get answers at UHCprovider.com/INcommunityplan.



### **EDI** claims

To submit claims using EDI, use Payer ID 87726.

- For additional resources and information on EDI go to UHCprovider.com/EDI
- Go to UHCprovider.com > Sign in > Claim Submission for more information on how to submit professional claims



### OptumRx pharmacy information

Prior authorizations

- Call **800-310-6826**
- Fax 866-940-7328
- Online at UHCprovider.com/priorauth

Pharmacy contracting

- Call 877-633-4701, option 2
- Email provider.relations@optum.com

OptumRx pharmacy network relations:

- Call 877-633-4701, option 7
- Email rxreimbursement@optum.com





# **Optum Behavioral Health**

Behavioral Health Provider Express: providerexpress.com



#### **March Vision Care**

MarchVisionCare.com

Call **844-516-2427** Monday–Friday, 7 a.m.–10 p.m., and Saturday, 8 a.m.–5:30 p.m. CT.



## **Interpreter Services**

**Language Interpretation Line:** Call **800-638-3302** or **877-261-6608**, 24 hours a day, 7 days a week, for help with more than 240 non-English languages and hearing-impaired services.



### **UHC Dental**

**UHCDental.com** 

Call 877-897-4941 Monday-Friday, 7 a.m.-10 p.m. CT.



#### **NurseLine**

Members can access the NurseLine 24/7 at 800-985-3856.

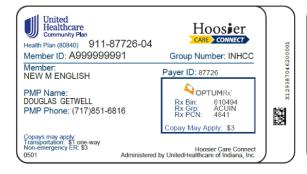


#### **Provider Care Manual**

You'll find information in our Care Provider Administrative Guides at **UHCprovider.com/guides**. If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at **UHCprovider.com** > Contact Us > **Network Contacts**.



## Sample ID cards





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

