

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.

Online: Chat with a live advocate 8 a.m.–8 p.m. ET from the [UnitedHealthcare Provider Portal](#)



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



Mental health & substance abuse (Optum Maryland)

Phone: 800-888-1965
866-835-2755 (TTY), 8 a.m.–6 p.m. ET, Monday–Friday



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](#)

Phone: 877-842-3210



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**



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