

UnitedHealthcare Community Plan of NJ FamilyCare plan

Quick reference guide

This reference guide provides a variety of resources for the NJ FamilyCare plan, a UnitedHealthcare Community Plan.



Sample member ID card

United Healthcare Community Plan
Health Plan (80840) 911-86047-08
Member ID: 000300076 Group Number: NJFAMCAR
Member: REISSUE ENGLISH Payer ID: 86047
PCP Name: DOUGLAS GETWELL
PCP Phone: (201)792-3022
Issue Date: 06/22/23
Copay: No Copays
See reverse for dental/vision benefits DOI -0501 Underwritten by AmeriChoice of New Jersey, Inc. NJ FamilyCare A

Optum Rx®
Rx Bin: 610494
Rx Grp: AMNJ
Rx PCN: 4343

Printed: 06/22/23
If you are not sure if your problem is an emergency, call your PCP first. No prior authorization is required for emergencies. To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.
Member Services/
DentalVision: 1-800-941-4647 TDD/TTY 711
In an emergency go to nearest emergency room or call 911.
For Providers: UHCprovider.com 1-888-362-3368
Medical Claims: PO Box 5250, Kingston, NY, 12402-5250
Pharmacy Claims: OptumRX, PO Box 650334, Dallas, TX 75265-0334
For Pharmacists: 1-877-305-8952

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



Community Plan of New Jersey page

You can access a variety of resources at UHCprovider.com/NJcommunityplan, including:

- Policies and clinical guidelines
- Provider forms and references
- Training and education
- Bulletins and newsletters
- The New Jersey Care Provider Manual



UnitedHealthcare Provider Portal

To sign in to the UnitedHealthcare Provider Portal, visit UHCprovider.com and click the Sign in button at the top right of the screen. This secure online portal gives you access to patient information and more. To use the portal, you will first need to register for a One Healthcare ID, if you don't already have one. Visit UHCprovider.com/access for detailed instructions and training.

In the portal, you can:

- Confirm member eligibility and benefits
- Submit claims and check status
- Submit reconsideration requests
- Request a referral
- Request prior authorizations
- Update facility or practice data

Claims

Please submit claims for a service within 180 days or the time frame outlined in your Participation Agreement. Upon submission, you'll receive a provider remittance advice (PRA) with details of your claims reimbursement after receipt.

If we're a secondary payer as part of coordination of benefits (COB) claims, submit the claims within 60 days from the date of the primary insurer's explanation of benefits (EOB) or 180 days from the dates of service, whichever is second.

To submit a claim, use Payer ID 86047 and sign in to the portal. Or, use one of the following options:

- Electronic data interchange (EDI): EDI 837 transaction
- Mail: UnitedHealthcare Community Plan of New Jersey
P.O. Box 5250
Kingston, NY 12402-5250

Reconsiderations

Within 90 days of our determination date, you can submit a reconsideration for us to review administrative claim denials.

- **Online:** Sign in to the portal at UHCprovider.com
- **Mail:** UnitedHealthcare Community Plan of New Jersey
Attention: Reconsideration
P.O. Box 31364
Salt Lake City, UT 84131-0364

Appeals

Please mail formal appeals to:

UnitedHealthcare Community Plan of New Jersey
Attention: Appeals
P.O. Box 31364
Salt Lake City, UT 84131-0364





Network health care professionals

To access information about network health care professionals for a referral, visit our [Find a provider](#) page.



Prescription medications

For prescription drug lists and pharmacy information, visit our [Pharmacy Resources and Physician Administered Drugs](#) page. For assistance, call Optum Rx® prescriber prior authorization services at 800-310-6826.



Care coordination

Refer members with complex conditions who frequently use health care services or special needs.

NJ FamilyCare plan: Call **888-362-3368**

Managed Long-Term Services and Supports (MLTSS): Call **888-702-2168**



Doulas

- To learn how to enroll as a doula into the plan, see the New Jersey Department of Human Services (NJ DHS) [information form](#) at state.nj.us
- For information from the Department of Human Services, visit their [Doula Care](#) page at nj.gov
- To find network doulas, visit our [Doula Provider Directory](#)



Join our network

Visit the [Join Our Network](#) page for information about how to submit your participation request and next steps. We review applications and provide decisions within 30 days.



We're here to help

- New Jersey Community Plan Provider Services: Call **888-362-3368**
- MLTSS NJ FamilyCare/Medicaid team: Call **888-702-2168** for MLTSS questions, such as about assisted living and nursing facilities
- Optum Health NurseLine: Call 877-440-9407 (available 7 days a week, 24 hours a day)