

UnitedHealthcare Community Plan of Wisconsin

Administrative resources and information – Quick reference guide

We're here to support you as you serve UnitedHealthcare Community Plan members. Use this guide to know how to use the self-service tools in the UnitedHealthcare Provider Portal at UHCprovider.com and how to contact us by phone, email or mail.

UnitedHealthcare Provider Portal

Submit prior authorization requests, verify member eligibility, get benefits information, check claims status and access items in the Document Library. Sign in to the portal with your One Healthcare ID at UHCprovider.com > Sign In. If you don't have a One Healthcare ID, go to UHCprovider.com/access for registration information.



Member eligibility and benefits

- **Online:** Sign in to the [portal](https://UHCprovider.com), then click Eligibility and enter the member's information
- **Phone:** Call Provider Services at **800-396-1942**, 8 a.m.–6 p.m. CT, Monday–Friday, except major holidays



Prior authorization requests

- **Online:** Sign in to the [portal](https://UHCprovider.com). From the left-hand tabs, select Prior Authorizations & Notifications. Then, click "Create a new request."
- **Phone:** Call Provider Services at **800-396-1942**, 8 a.m.–6 p.m. CT, Monday–Friday, except major holidays



Prior authorization requests for personal care

- **Online:** Not available online
- **Phone:** Call Provider Services at **800-396-1942**, 8 a.m.–6 p.m. CT, Monday–Friday, except major holidays
- **Electronic visit verification (EVV):** You must use an EVV system to transmit data for all Medicaid-funded personal care services, including care provided by live-in workers. For training and information, go to the portal at UHCprovider.com/Wlcommunityplan > Electronic Visit Verification (EVV).



Claims submission

Network providers must submit claims within the time frame specified in their Provider Agreement. Out-of-network providers must submit claims within 365 days of the date of service.

- **Online:** Sign in to the [portal](#), then select the Claim Submission tool and follow the instructions
- **Electronic Data Interchange (EDI):** Use payer ID WID01; 87726
- **Mail paper claims to:**
UnitedHealthcare Community Plan of Wisconsin
P.O. Box 5280
Kingston, NY 12402-5280
- **EVV:** You must use an EVV system to transmit data for all Medicaid-funded personal care services, including care provided by live-in workers. Personal care service claims must have a matching EVV record or the claims will be denied. For training and information, go to [UHCprovider.com/WIcommunityplan](#) > Electronic Visit Verification (EVV).



Emergency ambulance claims

You must include the address, city, state and ZIP code for the point of origin and destination or the claims will be denied.



Claims reconsideration

Use this process to dispute a claim determination you don't agree with, such as a claim overpayment, underpayment, or payment denial to an original or corrected claim. This is not the process for filing a formal appeal to a denied claim.

- **Online (preferred method):** Sign in to the [portal](#), then select the Claims Submission tool and follow the instructions
- **Phone:** Call Provider Services at **877-651-6677**, 8 a.m.–8 p.m. CT, Monday–Friday, except major holidays

Reference the online ticket or call reference number of your original claim when filing a dispute.



Formal appeals submission

To take the last step in the appeals process:

- **Mail formal appeals and supporting information to:**
UnitedHealthcare Community Plan of Wisconsin
Attention: Provider Dispute
P.O. Box 31364
Salt Lake City, UT 84131-0364



Reimbursement policies

- **Online:** Sign in to the portal at [UHCprovider.com/WIcommunityplan](#), then click Policies and Clinical Guidelines > View Current Reimbursement Policies



Balance billing

You may not balance bill members of UnitedHealthcare Community Plan under the terms of your Provider Agreement and Wisconsin state law.



Additional key contacts

Provider services

For answers you can't find online:

- **Phone:** Call **877-651-6677**, 8 a.m.–8 p.m. CT, Monday–Friday, except major holidays

Dental Benefit Providers

For questions regarding eligibility, benefits and claims for members in Milwaukee, Racine, Kenosha, Waukesha, Washington and Ozaukee counties:

- **Online:** Go to the Provider Portal at UHCdental.com > Sign In
- **Phone:** Call **844-275-8750**, 8 a.m.–6 p.m. CT, Monday–Friday, except major holidays

Call the state of Wisconsin for information on member benefits outside of the counties listed above.

March® Vision Care

For questions regarding members eligibility, benefits and claims:

- **Online:** Go to the Provider Portal at UHCprovider.com/marchvision > Sign In
- **Phone:** Call **844-516-2724**, Monday–Friday

Hearing aids and batteries

For questions regarding member eligibility, benefits and claims:

- **Online:** Go to ForwardHealth at forwardhealth.wi.gov/WIPortal/ > Login and enter the member's information

For information on hearing aids and batteries:

- **Online:** Go to ForwardHealth at forwardhealth.wi.gov/WIPortal/ > Login and search for Topic 2996
- **Phone:** Call Provider Services at 877-651-6677, 8 a.m.–8 p.m. CT, Monday–Friday, except major holidays

Optum Behavioral Health

For questions regarding member eligibility, benefits and claims:

- **Online:** Go to providerexpress.com > log in
- **Phone:** Call Provider Services at 800-396-1942, 8 a.m.–6 p.m. CT, Monday–Friday, except major holidays



More resources

Bulletins and newsletters

Stay up to date on new policies, policy changes and other issues important to your practice.

- **Online:** Go to UHCprovider.com/WIcommunityplan > Bulletins and Newsletters | UnitedHealthcare Community Plan of Wisconsin

Network News

Your go-to source for administration, clinical and operational updates.

- **Online:** Go to the portal at UHCprovider.com > Resources > News

Provider manual

Find helpful information on topics such as prior authorization, claims processing, protocol information and other resources.

- **Online:** Go to UHCprovider.com/WIcommunityplan > Care Provider Manuals > Wisconsin

Technical support

Get help with UHCprovider.com and the portal.

- **Chat:** For chat options and contact information, visit UHCprovider.com/contactus.

Training

Access self-paced courses or register for instructor-led sessions.

- **Online:** Go to UHCprovider.com/training

For more information

Please contact your Provider Advocate or visit UHCprovider.com/WIcommunityplan.