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:

- Find member- and plan-related information
- Check benefits and eligibility, including viewing digital ID cards
- Check status of and submit prior authorizations, claims, reconsiderations and appeals
- View letters and reports
- And more

Learn more

Online: Chat with a live advocate 8 a.m.–8 p.m. ET from the **UnitedHealthcare Provider Portal**

Provider Services phone: 877-542-9231, TTY/RTT **711,** 8 a.m.–6 p.m. CT, Monday–Friday.

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.

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 Electronic Data Interchange (EDI) or the **UnitedHealthcare Provider Portal**.

Submitting paper claims

UnitedHealthcare Community Plan
P.O. Box 31365
Salt Lake City, UT 841312

Claims management websites

Claims, billing and payments

Reconsiderations and appeals

Mental health and substance abuse (Carelon Behavioral Health)
Phone: 800-888-1965
        866-835-2755 (TTY), 8 a.m.–6 p.m. ET, Monday–Friday

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.
Website: **ePREP.health.maryland.gov**
Phone: 844-463-7768, 7 a.m.–7 p.m. ET, Monday–Friday, except state holidays

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**

United Healthcare®

Pregnancy and postpartum programs

• Healthy First Steps® pregnancy program and free breast pumps: **800-599-5985**

• **Wellhop for Mom & 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**.

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