UnitedHealthcare Community Plan of Maryland Provider Quick Reference Guide

This reference guide provides you with quick access to local and national resources.

Link and UnitedHealthcareOnline.com

Use UnitedHealthcareOnline.com and Link to perform secure transactions for your patients who have transitioned to the core UnitedHealthcare systems:

- Check member eligibility and benefits
- Manage claims
- Request prior authorization and check status

You will need an Optum ID to access Link and UnitedHealthcareOnline.com. If you don't have an Optum ID, go to UnitedHealthcareOnline.com and select "New User" to begin registration. To learn more about using Link and UnitedHealthcareOnline.com, please visit UnitedHealthcareOnline.com > Help > Quick Reference.

UHCCommunityPlan.com

To view information about UnitedHealthcare Community Plan of Maryland such as the administrative manual, clinical guidelines, information on referral requirements and prior authorization forms , go to UHCCommunityPlan.com > For Health Care Professionals > Maryland.

Provider Services

Phone: Call 1-877-842-3210, 6 a.m. – 6 p.m. Eastern Time to speak to a representative (except major holidays). Interactive Voice Response is available 24 hours a day, 7 days a week. Provider services can help:

- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims and referral status
- Update facility/practice data
- Submit an appeal request
- Initiate credentialing or check status

Local Resources

Local Maryland Provider Advocate Mailbox: md_dc_de_provider_relations@uhc.com.

Panel Report/Member Rosters

To view your panel report, go to UnitedHealthcareOnline.com > Tools & Resources > Reports > Panel Roster or contact your Provider Advocate.

Prior Authorization Requests
Medical

Phone: 866-604-3267, 24 hours a day, 7 days a week
Fax: 888-899-1681

For a list of services that require prior authorization, please go to UHCCommunityPlan.com > For Health Care Professionals > Maryland > Provider Information

Cardiology and Radiology

Phone: 866-889-8054, 7 a.m. to 7 p.m. Eastern Time

Prior Authorization forms are available online at UnitedHealthcareOnline.com > Notifications/ Prior Authorizations > Radiology Notification & Authorization – Submission & Status.

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Prescription Drugs
Please use the Prescription Drug Prior Authorization Request Forms available at UHCCommunityPlan.com > For Health Care Professionals > Maryland > Pharmacy Program.

Pharmacy Prior Authorization
For injectables, specialty pharmacy and medications that require prior authorization.
Phone: 800-310-6826, 9 a.m. to 9 p.m. Eastern Time
Fax: 866-940-7328

Member Resources

The following resources should be used to help members who may need additional assistance.

Case Management Services
For special needs population referrals, call Special Needs Coordinator at **443-896-9081**.

Transportation
Please have members contact their Local Health Department for help with transportation. Contact information for each LHD is available in our administrative manual, at UHCCommunityPlan.com > For Health Care Professionals > Maryland > Administrative Manual

Interpreter Services
If a member needs help with language translation, please have them call member services to request interpreter services.
Phone: 1-800-318-8821, TTY 711, 8:00 a.m. to 7:00 p.m.   Mon. – Fri.

Healthy First Steps Program
Please direct members to our maternity case management program if they indicate they would like assistance with managing their pregnancy.
Phone: 877-813-3717, TTY 711, 8 a.m. to 5 p.m., Mon. – Fri.

NurseLine
If a member cannot reach their primary care provider, they can call UnitedHealthcare's NurseLine toll-free to talk to a nurse.
Phone: 877-440-0251, TTY 711, 24 hours a day, 7 days a week

Health4Me
Our free downloadable app for Apple or Android devices can help members:
- Find a provider or urgent care center
- Learn about benefits, view their ID card and contact Member Services

Other Online Resources

HEDIS/NCQA: https://www.ncqa.org
EPSDT/Healthy Kids: https://mmcp.dhmh.maryland.gov/epsdt

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