Simple, Smart Service Solutions for Connecticut, New Jersey, New York and Rhode Island

Visit our websites: UnitedHealthcareOnline.com, OxfordHealth.com and UHCCommunityPlan.com

This resource can be used to obtain information for UnitedHealthcare members located in Connecticut, New Jersey, New York and Rhode Island. It does not contain information about all UnitedHealthcare markets or benefit plans.

Important note: OxfordHealth.com can no longer be used to access information about Oxford Medicare Advantage members. Beginning Jan. 1, 2012, please use UnitedHealthcareOnline.com for secure online medical claims administration, benefits and eligibility information and notification/prior authorization requests for these members. (You can still access claims and eligibility information for dates of service prior to Jan. 1, 2012 by using OxfordHealth.com.)

Claims and Payments
- UnitedHealthcareOnline.com
  - Obtain a pre-determination of benefits or check claim bundling logic using Claim Estimator
  - Submit claims using real-time adjudication
  - Check professional and institutional claim status
  - Request adjustment or reconsideration of a previously processed claim when attachments are not needed
  - Look up your Electronic Payments and Statements
  - Look up your commercial fee schedule
- OxfordHealth.com
  - Check professional and institutional claim status
  - Submit claims online using Post-n-Track®
  - Look up your electronic payments and explanation of benefits (EOBs) on PNC Remittance Advantage
- UHCCommunityPlan.com (New Jersey, New York and Rhode Island)
  - Check professional and institutional claim status
  - Request adjustment or reconsideration of a previously processed claim when attachments are not needed
  - Look up your Electronic Payments and Statements

Clinical Program Resources
- UnitedHealthcareOnline.com
  - Access and review information on clinical programs, performance measurement, quality and patient safety
- UHCCommunityPlan.com
  - Preventive Health Measure (New York and New Jersey)

Notifications/Prior Authorizations
- All websites
  - Submit new and check status of notifications and/or prior authorizations
- UnitedHealthcareOnline.com
  - Update existing notification/prior authorization requests.
  - Check requirements for up to 10 procedure codes at a time using the Notification/Prior Authorization Required Inquiry tool (Oxford Medicare Advantage only)
- OxfordHealth.com
  - Check prior authorization requirements for up to 12 procedure codes at a time using the Precert Required Inquiry tool.

Referrals
- OxfordHealth.com
  - Submit new, update existing, and check status of referrals

Patient Eligibility and Benefits
- All websites
  - Check patient eligibility and benefits
  - Check patient’s home health care, rehabilitation, and/or durable medical equipment (DME) benefits
- UnitedHealthcareOnline.com
  - Access patient Personal Health Records

Tools and Resources
- All websites
  - Review the prescription drug list
  - Access protocols and Administrative Guide
  - Access training and education
  - Learn about Oxford®, UnitedHealthcare®, UnitedHealthcare Community Plan, and Medicare Advantage products and services
  - Access reimbursement and medical policies

Other
- UnitedHealthcareOnline.com and UHCCommunityPlan.com
  - Update facility or practice information
  - View the Physician Directory
- OxfordHealth.com
  - Update practice address
  - View the Physician Directory

Training Materials/Help
Check out UnitedHealthcareOnline.com, OxfordHealth.com and UHCCommunityPlan.com for additional resources, including Frequently Asked Questions, Interactive Tutorials, Material Requests, Prescription Drug information, Quick Reference materials, and much more.

New User Registration
- OxfordHealth.com
  Select Providers or Facilities > Need to Register. If you have questions about the site, call our Web Help Desk at 800-811-0881.

- UnitedHealthcareOnline.com
  Click the New User link in the upper right corner, and follow the prompts. Your organization’s administrator can also obtain a user ID and password for UnitedHealthcareOnline.com. If you have questions about registration, call 866-UHC-FAST (842-3278).

- UHCCommunityPlan.com
  Click on Health Professionals and select your state, “Already part of our network?”
Calling/Writing Us

You should call or write us rather than visiting our websites for the following situations:

**Claim Adjustment**
- Oxford commercial plans
  - To report a claim that you believe has been processed incorrectly

**Care Notifications**
- All plans
  - Determine if a medication requires notification
- UnitedHealthcare Community Plan
  - Determine prior authorization requirements
  - Determine radiology notification requirements

**Other Professional Services**
- Check status of your claim reconsideration request if not available on any of our websites
- Notify us about a new physician in your practice
- Check credentialing status
- Request participation with UnitedHealthcare, Oxford and/or UnitedHealthcare Community Plan
- Obtain your fee schedule (Oxford commercial products only)

### Call Center/Interactive Voice Response (IVR)

<table>
<thead>
<tr>
<th>Call Center/Interactive Voice Response (IVR)</th>
<th>Phone Numbers</th>
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<tbody>
<tr>
<td><strong>UnitedHealthcare Interactive Voice Response</strong></td>
<td><strong>Phone Numbers</strong></td>
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</table>
| **UnitedHealthcare Community Plan Provider Services** | **New Jersey:** 888-362-3368  
**New York:** 866-362-3368  
**Rhode Island:** 877-842-3210 |
| **Oxford Express** | **800-666-1353** |
| Automated responses for Oxford inquiries can be accessed by selecting Prompt 2, then 1, from 8 a.m. to 6 p.m. ET. |  |
| **United Voice Portal** | **877-UHC-3210 (842-3210)** |
| Say "Claims" > "Benefits & Eligibility" > "Care Notifications" > "Privacy Practices or Other Professional Services." | |
| We are available from 8 a.m. to 8 p.m. ET. Say "Representative" after entering the member’s health care ID card number. Please be prepared to provide your tax identification number (TIN). | |

### Claims Appeals

**Note:** For claim appeals, your cover letter should state that a claims appeal is being requested and include the specific reason for denial per the remittance. If you are a non-participating provider, please check your state regulations regarding your appeal rights.

<table>
<thead>
<tr>
<th>Community Plan Administrative Claim Appeals</th>
<th>Mail Addresses</th>
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</table>
| UnitedHealthcare Community Plan NJ  
P.O. Box 5250  
Kingston, NY 12402-5250 | UnitedHealthcare Community Plan NJ  
NY  
RI  
P.O. Box 5240  
Kingston, NY 12402-5240  
P.O. Box 31361  
Salt Lake City, UT 84131 |
| UnitedHealthcare Community Plan NY  
P.O. Box 5240  
Kingston, NY 12402-5240 |  |
| UnitedHealthcare Community Plan RI  
P.O. Box 31361  
Salt Lake City, UT 84131 |  |

**Utilization Management Appeals**

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<tr>
<th>Utilization Management Appeals</th>
<th>Mail Addresses</th>
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</table>
| UnitedHealthcare Community Plan NJ NY RI  
P.O. Box 31364  
Salt Lake City, UT 84131 |  |

**Oxford Appeals**

To submit an appeal for an Oxford claim or to inquire about the payment of a claim that does not involve a medical necessity decision.  
Oxford Provider Appeals Department  
P.O. Box 29136  
Hot Springs, AR 71903

**UnitedHealthcare Request for Reconsideration**

For paper documentation requirements, such as proof of timely filing or when filing a formal appeal.  
Use the Claim Reconsideration Request Form available at UnitedHealthcareOnline.com > Claims & Payments > Claim Reconsideration > Claim Reconsideration Request Form

### Network Contacts

For questions regarding your contract.

<table>
<thead>
<tr>
<th>Network Contacts</th>
<th>Phone Numbers/websites</th>
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<tbody>
<tr>
<td><strong>Oxford</strong></td>
<td>Contact Provider Services at 800-666-1353</td>
</tr>
<tr>
<td><strong>UnitedHealthcare</strong></td>
<td>Visit UnitedHealthcareOnline.com &gt; Contact Us &gt; Network Contacts</td>
</tr>
<tr>
<td><strong>UnitedHealthcare Community Plan</strong></td>
<td>Visit UHCCommunityPlan.com &gt; Your state-specific site &gt; Contact Us</td>
</tr>
</tbody>
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Administrative

Q: How can I submit my National Provider Identifier (NPI) information?
A: All claims should be submitted with your NPI for all lines of business: commercial, Medicare, and Medicaid. Physicians and health care professionals who have previously notified Oxford of their NPI do not need to notify UnitedHealthcare and vice versa – information received by both entities is shared. Leased network providers should provide NPI numbers to their master contract holder.

For Oxford: Go to OxfordHealth.com > Tools & Resources > Forms and click on Forms under Manage Your Practice. Select and download the appropriate forms and submit to OX_HPDemo@uhc.com or fax to 866-561-3966.

For UnitedHealthcare:
Choose one of these options:
1. Visit UnitedHealthcareOnline.com > Practice/Facility Profile. Select Continue > View/Update NPI information to enter your NPI data online.
2. Call the United Voice Portal at 877-UHC-3210 (842-3210), select Other Professional Services, then Demographic Changes.
3. Fax your NPI and related information to the appropriate fax number listed on Page 3 of the Physician/Provider Demographic Update Fax Form. The form can be found at UnitedHealthcareOnline.com > Tools & Resources > Policies & Protocols > NPI Policies > Related Links > Form: Provider Demographic Change Form.

For UnitedHealthcare Community Plan of New Jersey and New York:
Please include your full name, address, NPI number and Diamond Provider ID(s).

Web: UnitedHealthcareOnline.com
Email: OX_HPDemo@uhc.com
Fax: 866-943-0517
Mail: UnitedHealthcare DBM Claims, P.O. Box 16900, Phoenix, AZ, 85011

For UnitedHealthcare Community Plan of Rhode Island:
Web: UnitedHealthcareOnline.com > Tools & Resources > Policies & Protocols > NPI Policies
Fax: 866-455-4068 or 414-721-9006

Q: Where can I find the latest information on process and procedure changes?
A: For Oxford: New and revised clinical and/or payment policies are available online at OxfordHealth.com > Tools & Resources > Medical and Administrative Policies > Policy Update Bulletin. Note: website postings on OxfordHealth.com serve as 30-day prior notification for all new and revised policies.

For UnitedHealthcare: Visit UnitedHealthcareOnline.com > Tools & Resources > News > Network Bulletin. The UnitedHealthcare Network Bulletin is a bimonthly online/email publication featuring important protocol and policy changes as well as helpful administrative information and clinical resources. Sign up on the home page of UnitedHealthcareOnline.com.


Claims

Q: How do I file a claim?

For UnitedHealthcare: Visit UnitedHealthcareOnline.com > Claims & Payments > Claim Submission for real-time adjudication of physician claims. For other options, visit UnitedHealthcareOnline.com > Tools & Resources > EDI Education for Electronic Transactions.


Q: How do I check the status of my claim?

For UnitedHealthcare: Visit UnitedHealthcareOnline.com > Claims & Payments > Claim Status. For additional information, please refer to the Claim Status Quick Reference under Related Links.


Q: How do I file a corrected claim?
A: For UnitedHealthcare claims: Obtain the Participating Provider Claim Review Request Form on OxfordHealth.com > Tools & Resources > Manage Your Practice > Forms. Include the claim number on the form or enclose a copy of the EOB. Submit the form along with a completed CMS-1500 claim with the corrected information, to the address indicated.

For Oxford facility claims: Submit electronically with the appropriate code in the Bill Type field and an explanation of the correction in the Comments field. The bill type is entered in Loop 2300, CLM05. For a corrected claim, the 3rd digit of the bill type (which is placed in the CLM05-3) should either be 7 (for replacement of a prior claim) or 8 (for void replacement of a prior claim). Comments of up to 80 characters should be entered in Loop 2300, NTE02. If you have any questions about electronic submission, please contact Provider eSolutions at 800-599-4EDI (4334).

For UnitedHealthcare: Submit a new CMS-1500 or UB-04 (or their electronic equivalent) indicating the correction being made. When correcting or submitting late charges on a CMS-1500, UB-04 or 837 Institutional claim, resubmit all original lines and charges as well as the corrected or additional information. When correcting UB-04 or 837 Institutional claims, use bill type xx7, Replacement of Prior Claim. Do not submit corrected or additional charges using bill type xx5, Late Charge Claim. Hand-corrected claim resubmissions are not accepted. If you need to correct or re-submit a CMS-1500 via paper, please attach the UnitedHealthcare Claim Reconsideration form located on UnitedHealthcareOnline.com.

For UnitedHealthcare Community Plan: Submit a new CMS-1500 or UB-04 indicating the correction being made. Hand-corrected resubmissions will not be accepted.

New Jersey and New York: UnitedHealthcare Community Plan, P.O. Box 5250, Kingston, NY, 12402-5250
Rhode Island: UnitedHealthcare Community Plan RI, P.O. Box 31361, Salt Lake City, UT, 84131

Credentialed

Q: How do I contact about credentialing and recredentialing?

For UnitedHealthcare: Call the United Voice Portal at 877-UHC-3210 (842-3210), select Other Professional Services, then Credentialing.

For UnitedHealthcare Community Plan, call:
New Jersey: 888-362-3368
New York: 866-362-3368
Rhode Island: 877-842-3210

Eligibility

Q: How can I determine my patient's detailed benefits?


For UnitedHealthcare Community Plan: Visit > UHCCommunityPlan.com > Patient > Patient Services > Eligibility and Benefits.

Fee Schedule Lookup

Q: How do I obtain my fee schedule?

For UnitedHealthcare (commercial products only): Visit UnitedHealthcareOnline.com > Claims & Payments > Fee Schedule Lookup. You can search for your contracted rate for up to 10 procedure codes at a time. If you need your full UnitedHealthcare fee schedule please contact your local Network Management representative.

For UnitedHealthcare Community Plan, call:
New Jersey: 888-362-3368
New York: 866-362-3368
Rhode Island: 877-842-3210

Notifications/Prior Authorizations

Q: How and when do I notify you of a patient's outpatient procedure or an inpatient admission?
A: If a patient is admitted to the hospital, please call the preservice department within 24 hrs of admission.

For Oxford: Precertification requests can be submitted on OxfordHealth.com > Transactions > Submit Precert Requests. To check if precertification is required: OxfordHealth.com > Transactions > Check > Precert Required Inquiry.

For UnitedHealthcare: When verifying your patient's eligibility on UnitedHealthcareOnline.com, find specific notification/prior authorization requirements based on the member's benefits. This information is available via the
Additional Benefits tab within Patient Eligibility Detail. For other notification/prior authorization requirements, refer to the back of the patient’s health care ID card. Notifications/prior authorizations for inpatient admission, outpatient surgery, radiology, infusion, durable medical equipment (DME) and home health care can be submitted on UnitedHealthcareOnline.com > Notifications/Prior Authorizations. To update an existing notification/prior authorization, go to Notification/Prior Authorization Status under the Notifications/Prior Authorizations menu. For questions about updating an existing notification/prior authorization, refer to the Notification/Prior Authorizations Status Quick Reference located under Related Links. For additional information about Notifications, please refer to the Admission Notification Policy Quick Reference Guide on UnitedHealthcareOnline.com > Tools & Resources > Policies & Protocols > Advance & Admission Notification.

For UnitedHealthcare Community Plan, call:
New Jersey: 888-362-3368
New York: 866-362-3368
Rhode Island: 877-842-3210

Q: Where can I find information on radiology notification requirements?
A: The Radiology Notification Program is a prior notification program, not a precertification, preauthorization or medical necessity determination.

For Oxford: Visit OxfordHealth.com > Tools & Resources > Practical Resources > Radiology Information.


For UnitedHealthcare Community Plan, call:
New Jersey: 888-362-3368
New York: 866-362-3368
Rhode Island: 877-842-3210

Payments
Q: How do I sign up to receive Electronic Payments and Statements (EPS)?
A: For Oxford: Learn about electronic payments and EOBs online at OxfordHealth.com > Providers or Facilities > Transactions > Check > Electronic Remittance Advice.

For UnitedHealthcare: To enroll in EPS, visit UnitedHealthcareOnline.com > Claims & Payments > Electronic Payments & Statements (EPS). To learn more about EPS, go to UnitedHealthcareOnline.com > Quick Links (on the home page) > Electronic Payments and Statements.

For UnitedHealthcare Community Plan:

Rhode Island: Currently does not have EFT capabilities.

Q: If I have been overpaid, where do I send my check to reimburse you?
A: If you identify an overpayment of a claim, you must refund the overpayment within 30 calendar days from the date of your identification, or as required by law. Please include the appropriate documentation that explains the overpayment, including patient ID number, date of service and amount paid.

For Oxford: Send the credit balance to: Oxford Health Plans, Claims Refund Lockbox, P.O. Box 10284, Newark, NJ 07193-0284.

For UnitedHealthcare: Send the credit balance to: UHG Recovery Services, P.O. Box 740804, Atlanta, GA, 30374.

For UnitedHealthcare Community Plan:
New York and New Jersey: Send the credit balance to: UnitedHealthcare Community Plan Refund Center, 15354 Collection Center Drive, Chicago, IL 60693.

Rhode Island: Send the credit balance to: UnitedHealthcare, P.O. Box 31361, Salt Lake City, UT 84131.