

Early Intensive Developmental and Behavioral Intervention (EIDBI) Managed Care Organization (MCO) Contact Information Grid

Category of Information	Blue Cross Blue Shield of Minnesota	HealthPartners	Hennepin Health	IMCare	Medica	Prime West Health	South Country Health Alliance	UCare	United Healthcare
Main phone number for Patient or Family and Providers: Benefits	<p>Member Services: 800-711-9862 TTY: 711</p> <p>Provider Services: 866-518-8448</p>	<p>Member Services: 952-967-7998</p> <p>Toll free: 866-885-8880 TTY: 711</p> <p>Providers may use the provider portal webpage healthpartners.com/provider-public/</p>	<p>Member Services: 612-596-1036 or 800-647-0550, option 1</p> <p>Provider Services: 612-596-1036 or 800-647-0550, option 2</p>	<p>Member Services: 218-327-6188 or 800-843-9536</p>	<p>Member or Provider Services: 800-848-8327</p>	<p>Member Services: Member Contact Center 866-431-0801</p> <p>Providers: Provider Contact Center 866-431-0802 Both the Member Contact Center and Provider Contact Center phones are answered by live staff. Calls can be transferred directly to the appropriate subject matter expert if additional assistance is needed.</p>	<p>Member Services: 866-567-7242</p> <p>Provider Services: 888-633-4055</p>	<p>Member Services: 612-676-3200 or 800-203-7225</p> <p>Provider Services: 612-676-3300 or 888-531-1493 (includes specific option for Mental Health and Substance Use Disorder providers)</p>	<p>Member Services: 888-269-5410</p> <p>Provider Services: 877-440-9946</p>
Main phone number for Patient or Family and Providers: Claims	<p>Member Services: 800-711-9862 TTY: 711</p> <p>Provider Services: 866-518-8448</p>	<p>Member Services: 952-967-7998</p> <p>Toll free: 866-885-8880 TTY: 711</p> <p>Providers: 952-883-7699 or 888-663-6464</p>	<p>Member Services: 612-596-1036 or 800-647-0550, option 1</p> <p>Provider Services: 612-596-1036 or 800-647-0550, option 2</p>	<p>Member Services: 218-327-6188 or 800-843-9536</p>	<p>Member or Provider Services: 800-848-8327</p>	<p>Member Services: Member Contact Center 866-431-0801</p> <p>Providers: Provider Contact Center 866-431-0802 Both the Member Contact Center and Provider Contact Center phones are answered by live staff. Calls can be transferred directly to the appropriate subject matter expert if additional assistance is needed.</p>	<p>Member Services: 866-567-7242</p> <p>Provider Services: 888-633-4055</p>	<p>Member Services: 612-676-3200 or 800-203-7225</p> <p>Provider Services: 612-676-3300 or 888-531-1493</p>	<p>Member Services: 888-269-5410</p> <p>Provider Services: 877-440-9946</p>

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For help finding a provider:	<p>Member Services: 800-711-9862 TTY: 711</p> <p>You can also reference the online provider search tool located at bluecrossmn.com/sh-op-plans/minnesota-health-care-programs/public-programs-find-doctor</p>	<p>Provider Services: 952-883-5811</p> <p>Toll free: 888-638-8787</p>	<p>Member Services: 612-596-1036 or 800-647-0550, option 1</p> <p>Provider Services: 612-596-1036 or 800-647-0550, option 2</p> <p>Hennepinhealth.org</p>	<p>Member Services: 218-327-6188 or 800-843-9536</p>	<p>Member or Provider Services: 800-848-8327</p>	<p>Member Services: 866-431-0801</p> <p>Online provider search tool: PrimeWest Health Provider Search Tool</p> <p>A full directory can be found under each specific program at: primewest.org/programs</p>	<p>Member Services: 866-567-7242</p> <p>Find A Provider – South Country Health Alliance (mnscha.org)</p>	<p>Mental Health and Substance Use Disorder Triage: 612-676-6533 or 833-276-1185 (TTY 800-688-2535)</p> <p>UCare's find a provider</p>	<p>Member Services: 888-269-5410</p>
Interpreter services	<p>Member Services: 800-711-9862 TTY: 711</p>	<p>Member Services: 952-967-7998</p> <p>Toll free: 866-885-8880 TTY: 711</p>	<p>Member Services: 612-596-1036 or 800-647-0550, option 1</p>	<p>Member Services: 218-327-6188 or 800-843-9536</p>	<p>Provide A Ride: Sets up interpreter services for appointments: 952-992-2292</p>	<p>Member Services: 866-431-0801</p>	<p>Member Services: 866-567-7242</p>	<p>Options available to select language when members call Member Services: 612-676-3200 or 800-203-7225</p>	<p>Member Services: 888-269-5410</p>
TTY services (text telephone)	<p>Member Services: 800-711-9862 TTY: 711</p>	<p>Member Services: 952-967-7998</p> <p>Toll free: 866-885-8880 TTY: 711</p>	<p>TTY/TDD: 711 or 800-627-3529 or 877-627-3848 (speech-to-speech relay service)</p>	<p>TTY: 800-627-3529 or 711 (toll free)</p>	<p>National Relay Center: 711 and dial Medica Behavioral Health: 866-567-0550</p>	<p>TTY: 800-627-3529, or 711 (toll free)</p>	<p>TTY: 711 (toll free) 800-627-3529</p>	<p>TTY: 612-676-6810</p> <p>Toll Free: 800-688-2534</p>	<p>TTY: 711 (toll free)</p>
Fax number or mechanism for electronic submission	<p>Fax: 800-505-1193</p>	<p>BH UM Department Fax: 952-853-8830</p> <p>Providers may also use the provider portal webpage healthpartners.com/provider-public/</p>	<p>Medical/Behavioral Health Prior Authorization Fax: 612-677-6222</p>	<p>Fax: 218-327-5545</p> <p>Secure email: pwserviceauth@primewest.org</p>	<p>Medica Behavioral Health Fax: 855-454-8155</p>	<p>Electronic Authorization Submission Provider Web Portal: primewest.org/forms/authorization</p> <p>If unable to submit the request through the Provider Web Portal, the following options are also available: Fax: 866-431-0804</p>	<p>Fax: 888-633-4052</p>	<p>Mental Health and Substance Use Disorder Services Fax: 612-884-2033 or 855-260-9710</p> <p>Secure email: MHSUDservices@ucare.org</p>	<p>Online Portal: Prior Authorization and Notification</p>

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						Secure email: pwserviceauth@primewest.org			
Leadership personnel to contact for handling issues	Provider Services: 800-262-0820 866-518-8448	Contracting and Provider Relations: 952-883-5589 or 888-638-6648	Provider Services: 612-596-1036 or 800-647-0550, option 2	Peggy Rosik 218-327-6199	Michelle Schultz 877-887-2393, ext. 615205	Provider Services: 866-431-0802 Live Provider Contact Center staff can transfer your call to the appropriate subject matter expert if you require additional support	Provider Services: 888-633-4055	Provider Services: 612-676-3300 or 888-531-1493 (issues escalated as needed)	Provider Services: 877-440-9946
Contracting for network participation	Provider Services: 800-262-0820	Provider Relations: 952-883-5589 or 888-638-6648 Fax: 952-853-8848 Submit an inquiry to contracting and payer relations	Provider Services: 612-596-1036 or 800-647-0550, option 2 Apply online at: HennepinHealth.org	Provider Services: 218-327-6188 or 800-843-9536	Provider Relations: 877-614-0484 Lisa Marx Lisa.marx@optum.com	Provider Services: 866-431-0802 Email: contracting@primewest.org	Provider Services: 507-444-7770, option 3 or email: providerinfo@mnscha.org	Apply online at: ucare.org/providers	To enroll with UHC as a provider: UnitedHealthcare
Referral requirements	No referral is required for the service. Services do require authorization	All services require prior authorization for out-of-network providers. BH UM Dept.: 952-883-7501 Toll free: 866-669-3856 Fax: 952-853-8830	No referral requirements	Provider Services: 218-327-6188 or 800-843-9536	No referral required for in-network or out-of-network providers who are CMDE or EIDBI certified. Services do require authorization.	No referral required. Some services require authorizations. For additional questions, please contact: Member Services: 866-431-0801 Provider Services: 866-431-0802	No referral required for in or out of network providers	No referral requirements Notification and authorization required for EIDBI services. Mental Health and Substance Use Disorder Services: 612-676-6533 or 833-276-1185 toll free	No referral requirements Notification and authorization required for EIDBI services. Provider Services: 877-440-9946

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<p>Prior Authorization requirements: Contracted Providers</p>	<p>Provider Services: 866-518-8448</p>	<p>Authorization needed for:</p> <ul style="list-style-type: none"> - EIDBI – Individual/group - Family/Caregiver Training and Counseling – Individual/group - Observation and Direction <p>healthpartners.com/public/coverage-criteria</p> <p>BH UM Department: 952-883-7501 Toll free: 866-669-3856 Fax: 952-853-8830</p>	<p>Prior authorization is required for EIDBI services, as follows:</p> <p>Intervention – Individual: Adaptive Behavior (97153UB)</p> <p>Intervention – Group: Adaptive Behavior (97154UB)</p> <ul style="list-style-type: none"> • Intervention – Higher Intensity: Adaptive Behavior (0373T) • Intervention – Individual: Observation and Direction (97155UB) • Family or Caregiver Training and Counseling – Individual (97156UB) • Family or Caregiver Training and Counseling – Group (97157UB) • Travel Time (H0046UB) 	<p>Member Services: 218-327-6188 or 800-843-9536</p>	<p>No authorization required for CMDE*, Initial ITP and Coordinated Care Conference. All other services including ongoing ITP must be submitted for authorization of treatment services.</p> <p>*While authorization is not required, we do request that you fax CMDE *</p> <p>Fax: 855-454-8155</p>	<p>Some services require authorization. EIDBI - PrimeWest Health</p> <p>Provider Contact Center: 866-431-0802 primewest.org/web/guest/out-of-network-providers</p> <p>Electronic Authorization Submission: primewest.org/forms/authorization</p>	<p>Provider Services: Call: 888-633-4055 Online: Provider Portal and Authorizations – South Country Health Alliance (mnscha.org)</p> <p>Notification required for claims payment</p>	<p>Select services require notification or authorization prior to starting services.</p> <p>UCare’s MH & SUD Health Authorization & Notification Requirements grid details when a notification and/or authorization is required</p> <p>ucare.org/providers</p>	<p>Select services require notification or authorization prior to starting services.</p> <p>Use the Prior Authorization & Notification Tool to check prior authorization requirements, submit new medical prior authorizations and inpatient admissions notifications, check the status of a request, and submit case updates such as uploading required clinical documentation.</p> <p>Prior Authorization & Notification Tool: Prior Authorization and Notification</p>

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			<p>Fax prior authorization requests to Hennepin Health at 612-677-6222.</p> <p>Refer to Hennepin Health's website for more information about prior authorization requirements: HennepinHealth.org</p>						
<p>Prior Authorization requirements: Noncontracted Providers</p>	<p>Provider Services: 866-518-8448</p>	<p>All services require authorization BH UM Department: 952-883-7501 Toll free: 866-669-3856 Fax: 952-853-8830</p>	<p>Prior authorization is required for EIDBI services, as follows:</p> <ul style="list-style-type: none"> • Intervention – Individual: Adaptive Behavior (97153UB) • Intervention – Group: Adaptive Behavior (97154UB) • Intervention – Higher Intensity: Adaptive Behavior (0373T) • Intervention – Individual: 	<p>Member Services: 218-327-6188 or 800-843-9536</p>	<p>No authorization required for CMDE*, Initial ITP and Coordinated Care Conference. All other services including ongoing ITP must be submitted for authorization of treatment services.</p> <p>*While authorization is not required, we do request that you fax CMDE *</p> <p>Fax: 855-454-8155</p>	<p>Some services require authorization. EIDBI - PrimeWest Health</p> <p>Provider Contact Center: 866-431-0802 primewest.org/web/guest/out-of-network-providers</p> <p>Electronic Authorization Submission: primewest.org/form/s/authorization While authorization is not required we do request that you fax CMDE *</p> <p>Fax: 855-454-8155.</p>	<p>Provider Services: 888-633-4055</p>	<p>Prior authorization required before starting services</p>	<p>All services require authorization, please submit request using the Prior Authorization & Notification Tool: Prior Authorization and Notification</p>

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			<p>Observation and Direction (97155UB)</p> <ul style="list-style-type: none"> • Family or Caregiver Training and Counseling – Individual (97156UB) • Family or Caregiver Training and Counseling – Group (97157UB) • Travel Time (H0046UB) <p>Fax prior authorization requests to Hennepin Health at 612-677-6222.</p> <p>Refer to Hennepin Health's website for more information about prior authorization requirements: HennepinHealth.org</p>						

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Billing resources and supports	<p>All claims must be submitted electronically using Availity.</p> <p>Availity has training opportunities.</p>	<p>Billing FAQ's Provider resources Providers can bill Healthpartners directly or use an approved clearing house</p>	<p>Refer to the website at Hennepinhealth.org for claims and billing resources.</p> <p>All claims submitted to Hennepin Health, must be submitted electronically.</p>	<p>Can use clearing house but not required.</p> <p>Claims must be submitted electronically.</p> <p>IMCare offers two methods of free online direct claims submission through a web-based program, Infotech Global, Inc. (IGI) (known as MN E-connect) or OfficeAlly</p> <p>EIDBI billing and policy FAQ</p>	<p>Resources for EIDBI providers billing Medica</p> <p>Claim tips and resources</p> <p>All Clearinghouses may be used.</p>	<p>Claims must be submitted electronically</p> <p>Online resource tools are available to help providers: primewest.org/claims-submission</p> <p>Clearinghouse options: primewest.org/clearinghouses</p> <p>Free online claim submission tools: primewest.org/freeonlineclaimssubmissiontool</p> <p>If further assistance is required, providers can call: Provider Contact Center: 866-431-0802</p>	<p>Claims must be submitted electronically.</p> <p>South Country Provider page has a variety of online resources.</p> <p>Partners with PrimeWest, approved clearinghouse for Prime west.</p> <p>HEALTHC is a free online claims submission tool for South Country providers</p>	<p>UCare Claims and billing webpage has a variety of resources.</p> <p>Allows use of third party billers with agreement</p> <p>To submit electronic payments, complete the payment and remittance request form in the provider portal. For support, email EFT835@ucare.org</p>	<p>UnitedHealthcare claims website has a variety of resources. For billing and payment questions, go to UHCprovider.com</p> <p>For a complete description of processes, go to Care Provider Administrative Guides and Manuals > View online version > Chapter 9 Our Claims Process</p> <p>UHC Community Plan EIDBI MN training: Minnesota Medicaid EIDBI Program, United Healthcare Community Plan Minnesota</p> <p>Claims: Claims, Billing and Payments</p> <p>Claims Services: 866-633-4449</p>
Transportation services	<p>BlueRide: 651-662-8648</p> <p>Toll free: 866-340-8648 TTY: 711</p>	<p>RideCare: 952-883-7400</p> <p>Toll free: 888-288-1439 TTY: 711</p>	<p>Member Services: 612-596-1036 or 800-647-0550, option 1</p>	<p>Member Services: 218-327-6188 or 800-843-9536</p>	<p>Provide a Ride Services: 952-992-2292</p>	<p>Member Contact Center: 866-431-0801</p>	<p>Member Services: 866-567-7242</p>	<p>UCare Health Ride: 612-676-6830 or 800-864-2157 or UCare Customer Services: 612-676-3200 or 800-203-7225</p>	<p>MTM (NEMT Vendor): 888-444-1519</p>

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After-hours phone number	All phone or fax numbers are the same for after hours.	All phone or fax numbers are the same after hours.	Regular business hours are Monday through Friday from 8 a.m. to 4:30 p.m. After hours, please contact the HealthConnection 24/7 nurse line at 888-859-0202	All phone or fax numbers are the same after hours.	BH After Hours: 800-848-8327 Medica CallLink NurseLine: 800-962-9497	All phone and fax numbers are the same for after hours. Messages may be left. Secure messages may also be sent via the Provider Web Portal . Nurse Line: Nurse24: 866-201-4601 (toll free; TTY 711)	24-hour NurseLine: 866-538-1226 TTY: 877-777-6534	Phones answered 8 a.m. to 5 p.m. Monday through Friday. Nurse Line answered after hours: 800-942-7858	Call routing is currently set up so calls to the member or provider services numbers would automatically route to staff after hours Member Services: 888-269-5410
Website	bluecrossmn.com	Members: healthpartners.com/insurance/minnesota-medical-assistance/ Providers: healthpartners.com/provider-public/	HennepinHealth.org	www.imcare.org	Members: liveandworkwell.com Providers: Providerexpress.com	primewest.org	South Country Health Alliance (mnscha.org)	Members: ucare.org Providers: ucare.org/providers	Members: Health Plans for Minnesota Providers: uhcprovider.com UHC Community Plan EIDBI MN training: Minnesota Medicaid EIDBI Program , United Healthcare Community Plan Minnesota