

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

Category of Information	United Healthcare	UCare	South Country Health Alliance	Prime West Health	Hennepin Health	Medica	IMCare	HealthPartners	Blue Cross Blue Shield of Minnesota
Main phone number for Patient or Family and Providers: Benefits	Member Services: 888-269-5410 Provider Services: 877-440-9946	Member Services: 612-676-3200 or 800-203-7225 Provider Services: 612-676-3300 or 888-531-1493 (includes specific option for Mental Health and Substance Use Disorder providers)	Member Services: 866-567-7242 Provider Services: 888- 633-4055	Member Services: Member Contact Center 866-431-0801 Providers: Provider Contact Center 866-431-0802	Member Services: 612-596-1036 or 800-647-0550 Option 1 Provider Services: 612-596-1036 or 800-647-0550 Option 2	Member or Provider Services: 800-848-8327	Member Services: 218-327-6188 or 800-843-9536	Member Services: 952-967-7998 Toll free: 866-885-8880 TTY 711 Providers may use the provider portal webpage healthpartners.com/pro vider-public/	Member Services: 800-711-9862 TTY 711 Provider Services: 866-518-8448
Main phone number for Patient or Family and Providers: Claims	Member Services: 888-269-5410 Provider Services: 877-440-9946	Member Services: 612-676-3200 or 800-203-7225 Provider Services: 612-676-3300 or 888-531-1493	Member Services: 866-567-7242 Provider Services: 888- 633-4055	Member Services: Member Contact Center 866-431-0801 Provider Services: Provider Contact Center 866-431-0802	Member Services: 612-596-1036 or 800-647-0550 Option 1 Provider Services: 612-596-1036 or 800-647-0550 Option 2	Member or Provider Services: 800-848-8327	Member Services: 218-327-6188 or 800-843-9536	Member Services: 952-967-7998 866-855-8800 TTY 711 Toll free: 866-885-8880 TTY 711 Providers: 952-883-7699 or 888- 663-6464	Member Services: 800-711-9862 TTY 711 Provider Services: 866-518-8448
For help finding a provider:	Member Services: 888-269-5410	Member Services: 612-676-3200 or 800-203-7225 or UCare's find a provider	Member Services: 866-567- 7242 Find A Provider – South Country Health Alliance (mnscha.org)	Member Services: 866-431-0801 primewest.org/find-a- health-care-provider Full directory can be found under each specific program at: primewest.org/program s	Member Services: 612-596-1036 or 800-647-0550 Option 1 Provider Services: 612-596-1036 or 800-647-0550 Option 2	Member or Provider Services: 800-848-8327	Member Services: 218-327-6188 or 800-843-9536	Provider Services: 952-883-5811 Toll free: 888-638-8787	Member Services: 800-711-9862 TTY 711 You can also reference the online provider search tool located at bluecrossmn.com/shop -plans/minnesota- health-care-

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					Hennepinhealth.org				programs/public-programs-find-doctor
Interpreter services	Member Services: 888-269-5410	Options available to select language when members call Member Services: 612-676-3200 or 800-203-7225	Member Services: 866-567-7242	Member Services: 866-431-0801	Member Services: 612-596-1036 or 800-647-0550 Option 1	Provide A Ride: Sets up interpreter services for appointments: 952-992-2292	Member Services: 218-327-6188 or 800-843-9536	Member Services: 952-967-7998 Toll free: 866-885-8880 TTY 711	Member Services: 800-711-9862 TTY 711
TTY services (text telephone)	TTY: 711 (toll free)	TTY: 612-676-6810 Toll Free: 800-688-2534	TTY: 711 (toll free) 800-627-3529	TTY: 800-627-3529, or 711 (toll free)	TTY/TDD: 711 or 800-627-3529 or 877-627-3848 (speech to speech relay service)	National Relay Center: 800-855-2880 and dial Medica Behavioral Health: 866-567-0550	TTY: 800-627-3529 or 711 (toll free)	Member Services: 952-967-7998 Toll free: 866-885-8880 TTY 711	Member Services: 800-711-9862 TTY 711
Fax number or mechanism for electronic submission	Online Portal: Prior Authorization and Notification	Mental Health and Substance Use Disorder Services Fax: 612-884-2033 or 855-260-9710 Secure email: MHSUDservices@ucare.org	Fax: 888-633-4052	Electronic Auth Submission: primewest.org/forms/authorization Fax: 866-431-0804 Secure email: pwserviceauth@primewest.org	Medical/Behavioral Health Prior Authorization Fax: 612-677-6222	Medica Behavioral Health Fax: 855-454-8155	Fax: 218-327-5545	BH UR Department Fax: 952-853-8830 Providers may also use the provider portal webpage healthpartners.com/provider-public/	Fax: 800-505-1193

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Leadership personnel to contact for handling issues	Provider Services: 877-440-9946	Provider Services: 612-676-3300 or 888-531-1493 (issues escalated as needed)	Provider Services: 888-633-4055	Provider Services: 866-431-0802 (may request to speak with BH Manager as needed)	Provider Services: 612-596-1036 or 800-647-0550 Option 2	Michelle Schultz 800-548-6549 extension 65878	Alexis Martire 218-327-6199	Contracting and Provider Relations: 952-883-5589 or 888-638-6648	Provider Services: 800-262-0820 866-518-8448
Contracting for network participation	To enroll with UHC as a provider: UnitedHealthcare	Apply online at: www.ucare.org/provider	Provider Services: 888-633-4055 or email: providerinfo@mn.scha.org	Provider Services: 866-431-0802 Email: contracting@primewest.org	Provider Services: 612-596-1036 or 800-647-0550 Option 2 Apply online at: HennepinHealth.org	Provider Relations: 877-614-0484	Provider Services: 218-327-6188 or 800-843-9536	Provider Relations: 952-883-5589 or 888-638-6648 Fax: 952-853-8848 Submit an inquiry to contracting and payer relations	Provider Services: 800-262-0820
Referral requirements	No referral requirements Notification and authorization required for EIDBI services. Provider Services: 877-440-9946	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 required for in or out of network providers	No referral required. Some services require authorizations. Member Services: 866-431-0801 Provider Services: 866-431-0802	No referral requirements	No referral required for in-network or out-of-network providers who are CMDE or EIDBI certified. Services do require authorization.	Member Services: 218-327-6188 or 800-843-9536	All services require prior authorization for out-of-network providers. BH UR Dept.: 952-883-7501 Toll free: 888-669-3856 Fax: 952-853-8830	No referral is required for the service. Services do require authorization.

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Prior Authorization requirements: Contracted Providers	<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>	<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 ucare.org/providers</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>Provider Contact Center: 866-431-0802 primewest.org/authorization</p>	<p>No prior authorization is required HennepinHealth.org</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. Fax: 855-454-8155.</p>	<p>Member Services: 218-327-6188 or 800-843-9536</p>	<p>Authorization needed for: - EIDBI – Individual/group - Family/ Caregiver Training and Counseling – Individual /group - Observation and Direction</p> <p>healthpartners.com/public/coverage-criteria</p> <p>BH UR Department: 952-883-7501 Toll free : 888-669-3856 Fax: 952-853-8830</p>	<p>Provider Services: 866-518-8448</p>
Prior Authorization requirements: Noncontracted Providers	<p>All services require authorization, please submit request using the Prior Authorization & Notification Tool: Prior Authorization and Notification</p>	<p>Prior authorization required before starting services</p>	<p>Provider Services: 888-633-4055</p>	<p>Provider Contact Center: 866-431-0802 primewest.org/web/guest/out-of-network-providers</p>	<p>N/A</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. Fax: 855-454-8155.</p>	<p>Member Services: 218-327-6188 or 800-843-9536</p>	<p>All services require authorization BH UR Department: 952-883-7501 Toll free : 888-669-3856 Fax: 952-853-8830</p>	<p>Provider Services: 866-518-8448</p>

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Billing resources and supports	<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>Claims: Claims, Billing and Payments</p> <p>Claims Services: 866-633-4449</p>	<p>UCare Claims and billing page 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>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 primewest. HEALTHEC is a free online claims submission tool for South Country providers.</p>	<p>Submit electronic claims; online resource tools are available to help providers</p> <p>primewest.org/claims-submission</p> <p>Clearinghouse options: primewest.org/clearinghouses</p> <p>Free online claim submission tools: primewest.org/freeonlineclaimsubmissiontool</p>	<p>Please see the website at Hennepinhealth.org for claims and billing resources.</p> <p>All claims submitted to Hennepin Health, must be submitted electronically.</p>	<p>Resources for ABA providers billing Medica</p> <p>Claim tips and resources</p> <p>All Clearinghouses may be used</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>Billing FAQ's Provider resources Providers can bill Healthpartners directly or use an approved clearing house</p>	<p>All claims must be submitted electronically using Availity.</p> <p>Availity has training opportunities.</p>
Transportation services	<p>MTM (NEMT Vendor): 888-444-1519</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>Member Services: 866-567-7242</p>	<p>Member Contact Center: 866-431-0801</p>	<p>Member Services: 612-596-1036 or 800-647-0550 Option 1</p>	<p>Provide a Ride Services: 952-992-2292</p>	<p>Member Services: 218-327-6188 or 800-843-9536</p>	<p>RideCare: 952-883-7400 Toll free: 888-288-1439</p>	<p>BlueRide: 651-662-8648 Toll free: 866-340-8648 TTY: 711</p>

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After-hours phone number	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	Phones answered 8 a.m. to 5 p.m. Monday through Friday. Nurse Line answered after hours: 800-942-7858	24-hour NurseLine: 866-538-1226 TTY 877-777-6534	Members: Member Contact Center 866-431-0801 8 a.m. to 8 p.m. Monday through Friday Nurse Line: Nurse24: 866-201-4601 (toll free; TTY 711)	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	BH After Hours: 800-848-8327 Medica CallLink NurseLine: 800-962-9497	All phone or fax numbers are the same after hours.	All phone or fax numbers are the same after hours.	All phone or fax numbers are the same for after hours.
Website	Members: Health Plans for Minnesota Providers: uhcprovider.com	Members: ucare.org Providers: ucare.org/providers	South Country Health Alliance (mnscha.org)	primewest.org	HennepinHealth.org	Members: liveandworkwell.com Providers: Providerepress.com	www.imcare.org	Members: healthpartners.com Providers: healthpartners.com/provider-public/	bluecrossmn.com