

### 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
<b>Main phone number for Patient or Family and Providers: Benefits</b>	<p><b>Member Services:</b> 888-269-5410</p> <p><b>Provider Services:</b> 877-440-9946</p>	<p><b>Member Services:</b> 612-676-3200 or 800-203-7225</p> <p><b>Provider Services:</b> 612-676-3300 or 888-531-1493 (includes specific option for Mental Health and Substance Use Disorder providers)</p>	<p><b>Member Services:</b> 866-567-7242</p> <p><b>Provider Services:</b> 888-633-4055</p>	<p><b>Member Services:</b> Member Contact Center 866-431-0801</p> <p><b>Providers:</b> 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><b>Member Services:</b> 612-596-1036 or 800-647-0550 Option 1</p> <p><b>Provider Services:</b> 612-596-1036 or 800-647-0550 Option 2</p>	<p><b>Member or Provider Services:</b> 800-848-8327</p>	<p><b>Member Services:</b> 218-327-6188 or 800-843-9536</p>	<p><b>Member Services:</b> 952-967-7998</p> <p><b>Toll free:</b> 866-885-8880 TTY 711 Providers may use the provider portal webpage <a href="http://healthpartners.com/provider-public/">healthpartners.com/provider-public/</a></p>	<p><b>Member Services:</b> 800-711-9862 TTY 711</p> <p><b>Provider Services:</b> 866-518-8448</p>
<b>Main phone number for Patient or Family and Providers: Claims</b>	<p><b>Member Services:</b> 888-269-5410</p> <p><b>Provider Services:</b> 877-440-9946</p>	<p><b>Member Services:</b> 612-676-3200 or 800-203-7225</p> <p><b>Provider Services:</b> 612-676-3300 or 888-531-1493</p>	<p><b>Member Services:</b> 866-567-7242</p> <p><b>Provider Services:</b> 888-633-4055</p>	<p><b>Member Services:</b> Member Contact Center 866-431-0801</p> <p><b>Provider Services:</b> 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><b>Member Services:</b> 612-596-1036 or 800-647-0550 Option 1</p> <p><b>Provider Services:</b> 612-596-1036 or 800-647-0550 Option 2</p>	<p><b>Member or Provider Services:</b> 800-848-8327</p>	<p><b>Member Services:</b> 218-327-6188 or 800-843-9536</p>	<p><b>Member Services:</b> 952-967-7998 866-855-8800 TTY 711</p> <p><b>Toll free:</b> 866-885-8880 TTY 711</p> <p><b>Providers:</b> 952-883-7699 or 888-663-6464</p>	<p><b>Member Services:</b> 800-711-9862 TTY 711</p> <p><b>Provider Services:</b> 866-518-8448</p>

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For help finding a provider:	Member Services: 888-269-5410	Mental Health and Substance Use Disorder Triage: 612-676-6533 or 1-833-276-1185 (TTY 1-800-688-2535) <a href="#">UCare's find a provider</a>	Member Services: 866-567-7242 <a href="#">Find A Provider – South Country Health Alliance (mnscha.org)</a>	Member Services: 866-431-0801 Online provider search tool: <a href="#">PrimeWest Health Provider Search Tool</a>  A full directory can be found under each specific program at: <a href="#">primewest.org/programs</a>	Member Services: 612-596-1036 or 800-647-0550 Option 1  Provider Services: 612-596-1036 or 800-647-0550 Option 2  <a href="#">Hennepinhealth.org</a>	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 <a href="#">bluecrossmn.com/shop-plans/minnesota-health-care-programs/public-programs-find-doctor</a>
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: <a href="#">Prior Authorization and Notification</a>	Mental Health and Substance Use Disorder Services  Fax: 612-884-2033 or 855-260-9710  Secure email: <a href="mailto:MHSUDservices@ucare.org">MHSUDservices@ucare.org</a>	Fax: 888-633-4052	Electronic Authorization Submission Provider Web Portal: <a href="#">primewest.org/forms/authorization</a>  If unable to submit the request through the Provider Web Portal, the following options are also available: Fax: 866-431-0804  Secure email:	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 <a href="#">healthpartners.com/provider-public/</a>	Fax: 800-505-1193

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				<a href="mailto:pwserviceauth@primewest.org">pwserviceauth@primewest.org</a>					
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  Live Provider Contact Center staff can transfer your call to the appropriate subject matter expert if you require additional support	Provider Services: 612-596-1036 or 800-647-0550 <b>Option 2</b>	Michelle Schultz 800-548-6549 extension 65878	Peggy Rosik 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: <a href="https://www.unitedhealthcare.com">UnitedHealthcare</a>	Apply online at: <a href="https://www.ucare.org/provider">www.ucare.org/provider</a>	Provider Services: 507-444-7770 option 3 or email: <a href="mailto:providerinfo@mnscha.org">providerinfo@mnscha.org</a>	Provider Services: 866-431-0802  Email: <a href="mailto:contracting@primewest.org">contracting@primewest.org</a>	Provider Services: 612-596-1036 or 800-647-0550 <b>Option 2</b>  Apply online at: <a href="https://HennepinHealth.org">HennepinHealth.org</a>	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.  <b>Mental Health and Substance Use Disorder Services:</b> 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. <b>For additional questions, please contact:</b> 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 <b>do</b> require authorization.	Member Services: 218-327-6188 or 800-843-9536	All services require prior authorization for out-of-network providers.  <b>BH UR Dept.:</b> 952-883-7501  <b>Toll free:</b> 888-669-3856  <b>Fax:</b> 952-853-8830	No referral is required for the service.  Services <b>do</b> require authorization.

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<b>Prior Authorization requirements: Contracted Providers</b>	<p>Select services require notification or authorization prior to starting services.</p> <p>Use the Prior Authorization &amp; 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><b>Prior Authorization &amp; Notification Tool:</b> <a href="#">Prior Authorization and Notification</a></p>	<p>Select services require notification or authorization prior to starting services.</p> <p><b>UCare's MH &amp; SUD Health Authorization &amp; Notification Requirements</b> grid details when a notification and/or authorization is required</p> <p><a href="http://ucare.org/providers">ucare.org/providers</a></p>	<p><b>Provider Services:</b> Call: 888-633-4055 Online: <a href="#">Provider Portal and Authorizations – South Country Health Alliance (mnscha.org)</a></p> <p>Notification required for claims payment</p>	<p>Some services require authorization. <a href="#">EIDBI - PrimeWest Health</a></p> <p><b>Provider Contact Center:</b> 866-431-0802 <a href="http://primewest.org/web/guest/out-of-network-providers">primewest.org/web/guest/out-of-network-providers</a></p> <p><b>Electronic Authorization Submission:</b> <a href="http://primewest.org/forms/authorization">primewest.org/forms/authorization</a></p>	<p><b>No prior authorization is required</b> <a href="http://HennepinHealth.org">HennepinHealth.org</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><b>Member Services:</b> 218-327-6188 or 800-843-9536</p>	<p><b>Authorization needed for:</b> - EIDBI – Individual/group - Family/ Caregiver Training and Counseling – Individual /group - Observation and Direction</p> <p><a href="http://healthpartners.com/public/coverage-criteria">healthpartners.com/public/coverage-criteria</a></p> <p><b>BH UR Department:</b> 952-883-7501 <b>Toll free :</b> 888-669-3856 <b>Fax:</b> 952-853-8830</p>	<p><b>Provider Services:</b> 866-518-8448</p>
<b>Prior Authorization requirements: Noncontracted Providers</b>	<p>All services require authorization, please submit request using the Prior Authorization &amp; Notification Tool: <a href="#">Prior Authorization and Notification</a></p>	<p>Prior authorization required before starting services</p>	<p><b>Provider Services:</b> 888-633-4055</p>	<p>Some services require authorization. <a href="#">EIDBI - PrimeWest Health</a></p> <p><b>Provider Contact Center:</b> 866-431-0802 <a href="http://primewest.org/web/guest/out-of-network-providers">primewest.org/web/guest/out-of-network-providers</a></p> <p><b>Electronic Authorization Submission:</b></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><b>Member Services:</b> 218-327-6188 or 800-843-9536</p>	<p><b>All services require authorization</b> <b>BH UR Department:</b> 952-883-7501 <b>Toll free :</b> 888-669-3856 Fax: 952-853-8830</p>	<p><b>Provider Services:</b> 866-518-8448</p>

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				<a href="http://primewest.org/forms/authorization">primewest.org/forms/authorization</a>					
<b>Billing resources and supports</b>	<p>UnitedHealthcare claims website has a variety of resources. For billing and payment questions go to <a href="http://UHCprovider.com">UHCprovider.com</a></p> <p>For a complete description of processes, go to <a href="#">Care Provider Administrative Guides and Manuals</a> &gt; View online version &gt; Chapter 9 Our Claims Process</p> <p><b>Claims:</b> <a href="#">Claims, Billing and Payments</a></p> <p><b>Claims Services:</b> 866-633-4449</p>	<p>UCare <a href="#">Claims and billing</a> page has a variety of resources.</p> <p>Allows use of <a href="#">third party billers with agreement</a></p> <p>To submit electronic payments complete the payment and remittance request form in the provider portal. For support, email <a href="mailto:EFT835@ucare.org">EFT835@ucare.org</a></p>	<p>Claims must be submitted electronically.</p> <p>South Country Provider page has a variety of online resources.</p> <p>Partners with <a href="#">PrimeWest</a>, approved clearinghouse for primewest.</p> <p>HEALTHC is a free online claims submission tool for South Country providers.</p>	<p><b>Claims must be submitted electronically</b></p> <p>Online resource tools are available to help providers:</p> <p><a href="http://primewest.org/claims-submission">primewest.org/claims-submission</a></p> <p>Clearinghouse options: <a href="http://primewest.org/clearinghouses">primewest.org/clearinghouses</a></p> <p>Free online claim submission tools: <a href="http://primewest.org/freeonlineclaimsubmissiontool">primewest.org/freeonlineclaimsubmissiontool</a></p> <p>If further assistance is required, providers can call: <b>Provider Contact Center:</b> 866-431-0802</p>	<p>Please see the website at <a href="http://Hennepinhealth.org">Hennepinhealth.org</a> for claims and billing resources.</p> <p>All claims submitted to Hennepin Health, must be submitted electronically.</p>	<p><a href="#">Resources</a> for ABA providers billing Medica</p> <p>Claim <a href="#">tips</a> 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><a href="#">EIDBI billing and policy</a> FAQ</p>	<p><a href="#">Billing FAQ's</a> <a href="#">Provider resources</a> Providers can bill Healthpartners directly or use an approved <a href="#">clearing house</a></p>	<p>All claims must be submitted electronically using <a href="#">Availity</a>.</p> <p>Availity has <a href="#">training opportunities</a>.</p>
<b>Transportation services</b>	<p><b>MTM (NEMT Vendor):</b> 888-444-1519</p>	<p><b>UCare Health Ride:</b> 612-676-6830 or 800-864-2157 or <b>UCare Customer Services:</b> 612-676-3200 or 800-203-7225</p>	<p><b>Member Services:</b> 866-567-7242</p>	<p><b>Member Contact Center:</b> 866-431-0801</p>	<p><b>Member Services:</b> 612-596-1036 or 800-647-0550 <b>Option 1</b></p>	<p><b>Provide a Ride Services:</b> 952-992-2292</p>	<p><b>Member Services:</b> 218-327-6188 or 800-843-9536</p>	<p><b>RideCare:</b> 952-883-7400 <b>Toll free:</b> 888-288-1439</p>	<p><b>BlueRide:</b> 651-662-8648 <b>Toll free:</b> 866-340-8648 <b>TTY:</b> 711</p>

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