

UNITED

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- 87726 – updated 5/26/2022

Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com
Credentialing	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com
Authorizations	No auth required for custodial Provider Services Line 877-843-4366	No auth required for custodial Provider Services Line 877-843-4366	No auth required for custodial Provider Services Line 877-843-4366
Claims	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> snfprteam@optum.com
Care Coordination	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Emily Hartman 952-202-4234 emily_hartman@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Emily Hartman 952-202-4234 emily_hartman@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Sproles 763-361-3592 lisa_sproles@uhc.com

Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com
Credentialing	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com
Authorizations	No auth required for custodial Provider Services Line 877-843-4366	No auth required for custodial Provider Services Line 877-843-4366	No auth required for custodial Provider Services Line 877-843-4366
Claims	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> snfprteam@optum.com
Care Coordination	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Sproles 763-361-3592 lisa_sproles@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Sproles 763-361-3592 lisa_sproles@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Emily Hartman 952-202-4234 emily_hartman@uhc.com

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Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Heather Rice heather_a_rice@uhc.com 502-647-1403	Heather Rice heather_a_rice@uhc.com 502-647-1403	Heather Rice heather_a_rice@uhc.com 502-647-1403
Credentialing	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210
Authorizations	No authorization required Provider Services Line 877-843-4366	No authorization required Provider Services Line 877-843-4366	No authorization required Provider Services Line 877-843-4366
Claims	Primary: Provider Services Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com 877-843-4366	Primary: Provider Services Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com 877-843-4366	Primary: Provider Services Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com 877-843-4366
Care Coordination	Primary: Member Services Escalation: Emily Hartman emily_hartman@uhc.com 866-622-7982 952-202-4234	Primary: Member Services Escalation: Emily Hartman emily_hartman@uhc.com 866-622-7982 952-202-4234	Primary: Member Services Escalation: Lisa Sproles lisa_sproles@uhc.com 866-622-7982 763-361-3592

Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Heather Rice heather_a_rice@uhc.com 502-647-1403	Heather Rice heather_a_rice@uhc.com 502-647-1403	Heather Rice heather_a_rice@uhc.com 502-647-1403
Credentialing	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210
Authorizations	No authorization required Provider Services Line 877-843-4366	No authorization required Provider Services Line 877-843-4366	No authorization required Provider Services Line 877-843-4366
Claims	Primary: Provider Services Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com 877-843-4366	Primary: Provider Services Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com 877-843-4366	Primary: Provider Services Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com 877-843-4366
Care Coordination	Primary: Member Services Escalation: Lisa Sproles lisa_sproles@uhc.com 866-622-7982 763-361-3592	Primary: Member Services Escalation: Lisa Sproles lisa_sproles@uhc.com 866-622-7982 763-361-3592	Primary: Member Services Escalation: Emily Hartman emily_hartman@uhc.com 866-622-7982 952-202-4234

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LTSS	Tidewater	Central	Charlottesville/Western
Contracting	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com
Credentialing	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com
Authorizations	Primary: Provider Services 877-843-4366 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com	Primary: Provider Services 877-843-4366 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com	Primary: Provider Services 877-843-4366 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com
Claims	Primary: Provider Services 877-843-4366 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services 877-843-4366 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services 877-843-4366 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com
Care Coordination	Primary: Member Services 866-622-7982 Escalation: Shannon Pigford 952-202-3222 shannon_pigford@uhc.com	Primary: Member Services 866-622-7982 Escalation: Nicole Stukes-Stith 804-316-0350 nicole_stukes@uhc.com	Primary: Member Services 866-622-7982 Escalation: Lisa Whitehead 804-624-1240 lisa_whitehead@uhc.com

LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com
Credentialing	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com	Nicole Williams 763-283-3308 nicole_d_williams1@uhc.com
Authorizations	Primary: Provider Services 877-843-4366 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com	Primary: Provider Services 877-843-4366 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com	Primary: Provider Services 877-843-4366 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com
Claims	Primary: Provider Services 877-843-4366 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services 877-843-4366 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services 877-843-4366 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com
Care Coordination	Primary: Member Services 866-622-7982 Escalation: Kathy Folks 952-406-6275 kathryn_folks@uhc.com	Primary: Member Services 866-622-7982 Escalation: Kathy Folks 952-406-6275 kathryn_folks@uhc.com	Primary: Member Services 866-622-7982 Escalation: Olivia Annor 804-418-9233 olivia_annor@uhc.com

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Hospitals, Ancillary, Physicians	Tidewater	Central	Charlottesville/Western
Contracting	Northeastprteam@uhc.com 877-842-3210	Northeastprteam@uhc.com 877-842-3210	Northeastprteam@uhc.com 877-842-3210
Credentialing	Northeastprteam@uhc.com 877-842-3210	Northeastprteam@uhc.com 877-842-3210	Northeastprteam@uhc.com 877-842-3210
Authorizations	Provider Services Line 877-843-4366	Provider Services Line 877-843-4366	Provider Services Line 877-843-4366
Claims	Primary: Provider Services Line 877-843-4366 Escalation: Assigned provider advocate	Primary: Provider Services Line 877-843-4366 Escalation: Assigned provider advocate	Primary: Provider Services Line 877-843-4366 Escalation: Assigned provider advocate
Care Coordination	Primary: Member Services 866-622-7982 Escalation: Shannon Pigford 952-202-3222 shannon_pigford@uhc.com	Primary: Member Services 866-622-7982 Escalation: Nicole Stukes-Stith 804-316-0350 nicole_stukes@uhc.com	Primary: Member Services 866-622-7982 Escalation: Lisa Whitehead 804-624-1240 lisa_whitehead@uhc.com

Hospitals, Ancillary, Physicians	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Northeastprteam@uhc.com 877-842-3210	Northeastprteam@uhc.com 877-842-3210	Northeastprteam@uhc.com 877-842-3210
Credentialing	Northeastprteam@uhc.com 877-842-3210	Northeastprteam@uhc.com 877-842-3210	Northeastprteam@uhc.com 877-842-3210
Authorizations	Provider Services Line 877-843-4366	Provider Services Line 877-843-4366	Provider Services Line 877-843-4366
Claims	Primary: Provider Services Line 877-843-4366 Escalation: Assigned provider advocate	Primary: Provider Services Line 877-843-4366 Escalation: Assigned provider advocate	Primary: Provider Services Line 877-843-4366 Escalation: Assigned provider advocate
Care Coordination	Primary: Member Services 866-622-7982 Escalation: Kathy Folks 952-406-6275 kathryn_folks@uhc.com	Primary: Member Services 866-622-7982 Escalation: Kathy Folks 952-406-6275 kathryn_folks@uhc.com	Primary: Member Services 866-622-7982 Escalation: Olivia Annor 804-418-9233 olivia_annor@uhc.com

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Community Mental Health Rehabilitation Services	Tidewater	Central	Charlottesville/Western
Contracting	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com
Credentialing	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com
Authorizations	ARTS: Fax: 855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicalAuth/	ARTS: Fax: 855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicalAuth/	ARTS: Fax: 855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicalAuth/
Claims Who to call with questions?	UHCprovider.com: To obtain a user ID call toll-free (866) 842-3278 EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270,Kingston, NY 12402 Escalation: Assigned provider advocate	UHCprovider.com: To obtain a user ID call toll-free (866) 842-3278 EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270,Kingston, NY 12402 Escalation: Assigned provider advocate	UHCprovider.com: To obtain a user ID call toll-free (866) 842-3278 EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270,Kingston, NY 12402 Escalation: Assigned provider advocate

Care Coordination	<u>Provider:</u>	877-843-4366	<u>Provider:</u>	877-843-4366	<u>Provider:</u>	877-843-4366
	<u>Member:</u>	866-622-7982	<u>Member:</u>	866-622-7982	<u>Member:</u>	866-622-7982
	<u>Escalation:</u>		<u>Escalation:</u>		<u>Escalation:</u>	
	Megan Smith megan_l_smith@uhc.com	804-201-5007	Ryan Ickes ryan_ickes@uhc.com	804-514-0295	Lyndi Fedele lyndi_fedele@uhc.com	804-869-7561

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Community Mental Health Rehabilitation Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com
Credentialing	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com	www.providerexpress.com John Strube John_strube@optum.com ABA Providers: Melanie R Bishop melanie.r.bishop@uhc.com
Authorizations	ARTS: Fax: 855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicaidAuth/	ARTS: Fax: 855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicaidAuth/	ARTS: Fax: 855-368-1542 CMHRS: https://optumpeeraccess.secure.force.com/VAMedicaidAuth/
Claims	UHCprovider.com: To obtain a user ID call toll-free (866) 842-3278 EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270,Kingston, NY 12402 Escalation: Assigned provider advocate	UHCprovider.com: To obtain a user ID call toll-free (866) 842-3278 EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270,Kingston, NY 12402 Escalation: Assigned provider advocate	UHCprovider.com: To obtain a user ID call toll-free (866) 842-3278 EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726 Mail paper claims to: United Healthcare Community Plan, P.O. Box 5270,Kingston, NY 12402 Escalation: Assigned provider advocate

Care Coordination	<u>Primary:</u> Member Services	866-622-7982	<u>Primary:</u> Member Services	866-622-7982	<u>Primary:</u> Member Services	866-622-7982
	<u>Escalation:</u> Megan Smith megan_l_smith@uhc.com	804-201-5007	<u>Escalation:</u> Lyndi Fedele lyndi_fedele@uhc.com	804-869-7561	<u>Escalation:</u> Ryan Ickes ryan_ickes@uhc.com	804-514-0295

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DME, AT and EM	Tidewater	Central	Charlottesville/Western
Contracting	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbsprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbsprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbsprovidernetwork@uhc.com</p>
Credentialing	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbsprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbsprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbsprovidernetwork@uhc.com</p>
Authorizations	<p>Primary: Provider Services 877-843-4366 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>	<p>Primary: Provider Services 877-843-4366 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>	<p>Primary: Provider Services 877-843-4366 Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>
Claims	<p>Provider Services 877-843-4366</p>	<p>Provider Services 877-843-4366</p>	<p>Provider Services 877-843-4366</p>
Care Coordination	<p>Primary: Member Services 866-622-7982 Escalation: Shannon Pigford 952-202-3222 shannon_pigford@uhc.com</p>	<p>Primary: Member Services 866-622-7982 Escalation: Nicole Stukes-Stith 804-316-0350 nicole_stukes@uhc.com</p>	<p>Primary: Member Services 866-622-7982 Escalation: Lisa Whitehead 804-624-1240 lisa_whitehead@uhc.com</p>

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DME, AT and EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbprovidernetwork@uhc.com</p>
Credentialing	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbprovidernetwork@uhc.com</p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308 hcbprovidernetwork@uhc.com</p>
Authorizations	<p><u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>	<p><u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>	<p><u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com</p>
Claims	<p>Provider Services 877-843-4366</p>	<p>Provider Services 877-843-4366</p>	<p>Provider Services 877-843-4366</p>
Care Coordination	<p><u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Kathy Folks 952-406-6275 kathryn_folks@uhc.com</p>	<p><u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Megan Smith 804-201-5007 megan_l_smith@uhc.com</p>	<p><u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Olivia Annor 804-418-9233 olivia_annor@uhc.com</p>

DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Member Services: 866-622-7982	Member Services: 866-622-7982	Member Services: 866-622-7982
Escalation Contact	Lyndi Fedele lyndi_fedele@uhc.com 763-283-4921	Lyndi Fedele lyndi_fedele@uhc.com 763-283-4921	Lyndi Fedele lyndi_fedele@uhc.com 763-283-4921
DD Waivers Residential Providers	Roanoke/Alleghany	Southwest	Northern/Winchester
Care Coordination	Member Services: 866-622-7982	Member Services: 866-622-7982	Member Services: 866-622-7982
Escalation Contact	Megan Smith megan_l_smith@uhc.com 804-201-5007	Megan Smith megan_l_smith@uhc.com 804-201-5007	Megan Smith megan_l_smith@uhc.com 804-201-5007