

MCO Directory by Region
UNITED HEALTH CARE - Updated 10/15/2025

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726**

Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Laura Mough-412-225-1083 Laura_mough@optum.com	Laura Mough-412-225-1083 Laura_mough@optum.com	Laura Mough-412-225-1083 Laura_mough@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: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146
Claims	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com
Care Coordination	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com
Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Laura Mough-412-225-1083 Laura_mough@optum.com	Laura Mough-412-225-1083 Laura_mough@optum.com	Laura Mough-412-225-1083 Laura_mough@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: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146
Claims	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> snfprteam@optum.com
Care Coordination	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com

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Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Ancillary Network Contracting 877-842-3210 UHC Provider Chat	Ancillary Network Contracting 877-842-3210 UHC Provider Chat	Ancillary Network Contracting 877-842-3210 UHC Provider Chat
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: 844-284-0146	No authorization required Provider Services: 844-284-0146	No authorization required Provider Services: 844-284-0146
Claims	<u>Primary</u> : Provider Services: 844-284-0146 <u>Escalation</u> : UHC Provider Chat	<u>Primary</u> : Provider Services: 844-284-0146 <u>Escalation</u> : UHC Provider Chat	<u>Primary</u> : Provider Services: 844-284-0146 <u>Escalation</u> : UHC Provider Chat
Care Coordination	<u>Primary</u> : Member Services: 844-752-9434 <u>Escalation</u> : Carecoordinationsupport@uhc.com	<u>Primary</u> : Member Services: 844-752-9434 <u>Escalation</u> : Carecoordinationsupport@uhc.com	<u>Primary</u> : Member Services: 844-752-9434 <u>Escalation</u> : Carecoordinationsupport@uhc.com
Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Ancillary Network Contracting 877-842-3210 UHC Provider Chat	Ancillary Network Contracting 877-842-3210 UHC Provider Chat	Ancillary Network Contracting 877-842-3210 UHC Provider Chat
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: 844-284-0146	No authorization required Provider Services: 844-284-0146	No authorization required Provider Services: 844-284-0146
Claims	<u>Primary</u> : Provider Services: 844-284-0146 <u>Escalation</u> : UHC Provider Chat	<u>Primary</u> : Provider Services: 844-284-0146 <u>Escalation</u> : UHC Provider Chat	<u>Primary</u> : Provider Services: 844-284-0146 <u>Escalation</u> : UHC Provider Chat
Care Coordination	<u>Primary</u> : Member Services: 844-752-9434 <u>Escalation</u> : Carecoordinationsupport@uhc.com	<u>Primary</u> : Member Services: 844-752-9434 <u>Escalation</u> : Carecoordinationsupport@uhc.com	<u>Primary</u> : Member Services: 844-752-9434 <u>Escalation</u> : Carecoordinationsupport@uhc.com

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LTSS	Tidewater	Central	Charlottesville/Western
Contracting	UHC Provider Chat	UHC Provider Chat	UHC Provider Chat
Credentialing	-Non-Par providers WITHOUT an Active cred case: Inquiry via UHC Provider Chat -Non-Par/PAR providers WITH an active cred case: HCBSCredentialingTeam@uhc.com	-Non-Par providers WITHOUT an Active cred case: Inquiry via UHC Provider Chat -Non-Par/PAR providers WITH an active cred case: HCBSCredentialingTeam@uhc.com	-Non-Par providers WITHOUT an Active cred case: Inquiry via UHC Provider Chat -Non-Par/PAR providers WITH an active cred case: HCBSCredentialingTeam@uhc.com
Authorizations	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo 612-395-7903 Catherine_m_desalvo@uhc.com	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo 612-395-7903 Catherine_m_desalvo@uhc.com	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo 612-395-7903 Catherine_m_desalvo@uhc.com
Claims	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned Provider Advocate va_hcbs_pr@uhc.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned Provider Advocate va_hcbs_pr@uhc.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned Provider Advocate va_hcbs_pr@uhc.com
Care Coordination	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com
LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	UHC Provider Chat	UHC Provider Chat	UHC Provider Chat
Credentialing	-Non-Par providers WITHOUT an Active cred case: Inquiry via UHC Provider Chat -Non-Par/PAR providers WITH an active cred case: HCBSCredentialingTeam@uhc.com	-Non-Par providers WITHOUT an Active cred case: Inquiry via UHC Provider Chat -Non-Par/PAR providers WITH an active cred case: HCBSCredentialingTeam@uhc.com	-Non-Par providers WITHOUT an Active cred case: Inquiry via UHC Provider Chat -Non-Par/PAR providers WITH an active cred case: HCBSCredentialingTeam@uhc.com
Authorizations	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo 612-395-7903 Catherine_m_desalvo@uhc.com	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo 612-395-7903 Catherine_m_desalvo@uhc.com	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo 612-395-7903 Catherine_m_desalvo@uhc.com
Claims	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned Provider Advocate va_hcbs_pr@uhc.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned Provider Advocate va_hcbs_pr@uhc.com	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned Provider Advocate va_hcbs_pr@uhc.com
Care Coordination	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com

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Hospitals, Ancillary, Physicians	Tidewater	Central	Charlottesville/Western
Contracting	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Credentialing	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Authorizations	Provider Services: 844-284-0146	Provider Services: 844-284-0146	Provider Services: 844-284-0146
Claims	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate UHC Provider Chat	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate UHC Provider Chat	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate UHC Provider Chat
Care Coordination	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com
Hospitals, Ancillary, Physicians	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Credentialing	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Authorizations	Provider Services: 844-284-0146	Provider Services: 844-284-0146	Provider Services: 844-284-0146
Claims	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate UHC Provider Chat	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate UHC Provider Chat	<u>Primary:</u> Provider Services: 844-284-0146 <u>Escalation:</u> Assigned provider advocate UHC Provider Chat
Care Coordination	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services: 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com

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DME, AT and EM	Tidewater	Central	Charlottesville/Western
Contracting	- Complete the online questionnaire with required documentation - Start a new chat by signing in to the UnitedHealthcare Provider Portal with your One Healthcare ID. - Select the icon in the lower-right corner. - From the chat window, choose the Provider Onboarding option and state you'd like to join the network UHC Provider Chat	- Complete the online questionnaire with required documentation - Start a new chat by signing in to the UnitedHealthcare Provider Portal with your One Healthcare ID. - Select the icon in the lower-right corner. - From the chat window, choose the Provider Onboarding option and state you'd like to join the network UHC Provider Chat	- Complete the online questionnaire with required documentation - Start a new chat by signing in to the UnitedHealthcare Provider Portal with your One Healthcare ID. - Select the icon in the lower-right corner. - From the chat window, choose the Provider Onboarding option and state you'd like to join the network UHC Provider Chat
Credentialing	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available: UHC Provider Chat	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available: UHC Provider Chat	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available: UHC Provider Chat
Authorizations	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo - 612-395-7903 catherine_m_desalvo@uhc.com	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo - 612-395-7903 catherine_m_desalvo@uhc.com	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo - 612-395-7903 catherine_m_desalvo@uhc.com
Claims	<u>Provider Services</u> 844-284-0146	<u>Provider Services</u> 844-284-0146	<u>Provider Services</u> 844-284-0146
Care Coordination	<u>Primary:</u> Member Services 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com

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DME, AT and EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	- Complete the online questionnaire with required documentation - Start a new chat by signing in to the UnitedHealthcare Provider Portal with your One Healthcare ID. - Select the icon in the lower-right corner. - From the chat window, choose the Provider Onboarding option and state you'd like to join the network UHC Provider Chat	- Complete the online questionnaire with required documentation - Start a new chat by signing in to the UnitedHealthcare Provider Portal with your One Healthcare ID. - Select the icon in the lower-right corner. - From the chat window, choose the Provider Onboarding option and state you'd like to join the network UHC Provider Chat	- Complete the online questionnaire with required documentation - Start a new chat by signing in to the UnitedHealthcare Provider Portal with your One Healthcare ID. - Select the icon in the lower-right corner. - From the chat window, choose the Provider Onboarding option and state you'd like to join the network UHC Provider Chat
Credentialing	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available: UHC Provider Chat	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available: UHC Provider Chat	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available: UHC Provider Chat
Authorizations	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo - 612-395-7903 catherine_m_desalvo@uhc.com	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo - 612-395-7903 catherine_m_desalvo@uhc.com	<u>Primary:</u> Provider Services 844-284-0146 <u>Escalation:</u> Catherine DeSalvo - 612-395-7903 catherine_m_desalvo@uhc.com
Claims	Provider Services 844-284-0146	Provider Services 844-284-0146	Provider Services 844-284-0146
Care Coordination	<u>Primary:</u> Member Services 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com	<u>Primary:</u> Member Services 844-752-9434 <u>Escalation:</u> Carecoordinationsupport@uhc.com

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DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Member Services: 844-752-9434	Member Services: 844-752-9434	Member Services: 844-752-9434
Escalation Contact	Carecoordinationsupport@uhc.com	Carecoordinationsupport@uhc.com	Carecoordinationsupport@uhc.com
DD Waivers Residential Providers	Roanoke/Alleghany	Southwest	Northern/Winchester
Care Coordination	Member Services: 844-752-9434	Member Services: 844-752-9434	Member Services: 844-752-9434
Escalation Contact	Carecoordinationsupport@uhc.com	Carecoordinationsupport@uhc.com	Carecoordinationsupport@uhc.com

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ARTS	Tidewater	Central	Charlottesville/Western
Contracting	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html
Credentialing	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html
Authorizations	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
Claims	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484
Care Coordination	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
ARTS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html
Credentialing	Provide Express https://public.providerexpress.com/content/ope-provexpr/us/en.htm	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html
Authorizations	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
Claims	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484
Care Coordination	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers

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Behavioral Health Services	Tidewater	Central	Charlottesville/Western
Contracting	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html
Credentialing	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html
Authorizations	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
Claims	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484
Care Coordination	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
Behavioral Health Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html
Credentialing	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html
Authorizations	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
Claims	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484
Care Coordination	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers