



UnitedHealthcare Community Plan - Behavioral Health Crisis Services

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Crisis Services

Contracting/Adding Services for Existing Contracted Providers

Crisis Services – Existing Contracted Agencies

Items Needed from the Provider to Add Crisis Services:

- Updated Agency Data Pages
 - To be sent by Provider Relations Advocate to Provider. If you have not received, please outreach to your assigned advocate.
- Current Agency License
- W9
- Program Description –Contains, but not limited to, services being offered and staff with job title/position, Roster of trained/certified Mental Health Crisis Response providers.
- All trained providers must have an NPI
- Agency Dispatch Phone Number
- Agency website (if one)

Mental Health Crisis Response Providers

Individual Providers Not Currently Rostered with Provider

- Licensed Providers will need to go to providerexpress.com to add the provider to the group.
- Non-Licensed Providers will need to fill out the NILC Form that is on providerexpress.com to add these providers to their roster (this is the same form currently used by agencies to add non-licensed providers)

UHC is currently reviewing the list of trained Mental Health Crisis Response Providers to see if the providers are currently active/contracted with UHC.

Please outreach to your Provider Relations Advocate if you have questions

Where to Send this Information

Provider Relations Advocates

Provider Name	Assigned Advocate	Phone Number	Email
Resources for Human Development	Julie Sutton	1-504-849-1573	julie.sutton@uhc.com
Recovery Innovations DBA RI International	Julie Sutton	1-504-849-1573	julie.sutton@uhc.com
START Corporation	Julie Sutton	1-504-849-1573	julie.sutton@uhc.com
Ness Healthcare(Northlake)	Nickie Frederick	1-225-237-2017	nickie_frederick@uhc.com
Merakey Pennsylvania	Nickie Frederick	1-225-237-2017	nickie_frederick@uhc.com
Jefferson Parish Human Services Authority	Julie Sutton	1-504-849-1573	julie.sutton@uhc.com
Nanette Silver Director of Provider Relations & Network Services, Behavioral Health, UnitedHealthcare Community Plan		1-504-849-1502	nanette_silver@uhc.com

Contact information:

Louisiana Provider Services

1-866-675-1607

or

networkse@optum.com

Thank you.