

Quick Reference Guide Medicare Advantage Plus (MAP)

Dear Health Care Professional:

We are pleased to share with you that New York Health Plan will begin administering the Behavioral benefits for Medicare Advantage members with Optum Behavioral Health Solutions, beginning **1/1/23**.



Verifying member eligibility

You can verify member eligibility by calling member services

Phone: Call **866-362-3368**



Prior authorization requests

Prior authorization may be required for certain services based on the member's plan. Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with Apex Health.

Services that require prior authorization will be listed at [Prior Authorization and Notification | UHCprovider.com](#).

Submit your request at least 14 days before the planned date of service.

Phone: Call 866-362-3368

Telephonic: Service request that requires prior authorization, notification, or concurrent review can be obtained by calling:

Toll-free Line: 866-362-3368 (as listed on the back of the member ID card)

Enter TIN

Select "Care Notifications and Prior Authorizations"

Enter UHC Member ID (as listed on the front of the members ID card)

Enter member DOB

Select "Mental Health"



Claims submissions

Please submit claims for Optum Behavioral members to Optum Behavioral Health using the following mailing address:

- Paper Claim submission:
Optum Behavioral Health
P.O. Box 30760
Salt Lake City, UT 84130-0760
Claims must be submitted within 120 days from the date of service
- Electronic claim submission:
Payer ID: 87726 EDI Support: 800-210-8315 or email ac_edi_ops@uhc.com
- Electronic Payments and Statements:
It's quick and easy, go to Login: optumhealthpaymentservices.com
Questions - 866-842-3278, option 5



Appeals

- Provider Claim Appeals:
UnitedHealthcare Community Plan
Attn: Complaint and Appeals Department
P.O. Box 31364
Salt Lake City, UT 84131-036
- Provider Utilization Management (UM) Appeals:
UnitedHealthcare Community Plan
Attn: UM Appeals Coordinator
P.O. Box 31364
Salt Lake City, UT 84131



Provider Resources

You can find provider forms, and more at the provider resource page: [Resources and tools for providers and health care professionals | UHCprovider.com](#); [Welcome New York \(providerexpress.com\)](#), [UnitedHealthcare Community Plan of New York Care Provider Manual](#)



Clinical Resources

You can find best practice guidelines, Level of care guidance on clinical criteria decision making. Optum Health education with continuing education resources for physical and behavioral health providers, and cultural sensitivity training courses - [Clinical Resources \(providerexpress.com\)](https://www.providerexpress.com)



Member ID cards

Medicare Advantage Plus Sample ID card



Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.



Contact us

Email: NYNetworkManagement@optum.com
Main Number: (877)614-0484
Fax Number: (866)483-6254



We're here to help

If you have questions, please call **866-362-3368**. Thank you.