

UnitedHealthcare Community Plan of Indiana

Quick reference guide

Here is a quick reference guide that provides information and resources for working with UnitedHealthcare Community Plan of Indiana.



Provider Portal

UHCprovider.com/INcommunityplan

- Provider Care Manual
- Prior authorization and notification resources
- Current policies and clinical care guidelines
- Indiana Health Information Exchange
- Training on how to use our self-service tools including how to view and submit claims, check eligibility, request prior authorizations and stay updated on policies and procedures



Provider Services

Call **877-610-9785** to answer questions regarding:

- Benefits and eligibility
- Claim decisions
- Billing
- Forms required for services
- Clinical care models and prior authorization

Tip: You can also get answers at UHCprovider.com/INcommunityplan.



EDI claims

To submit claims using EDI, use Payer ID 87726.

- For additional resources and information on EDI go to UHCprovider.com/EDI
- Go to UHCprovider.com > Sign in > Claim Submission for more information on how to submit professional claims



OptumRx pharmacy information

Prior authorizations

- Call **800-310-6826**
- Fax 866-940-7328
- Online at UHCprovider.com/priorauth

Pharmacy contracting

- Call **877-633-4701**, option 2
- Email provider.relations@optum.com

OptumRx pharmacy network relations:

- Call **877-633-4701**, option 7
- Email rxreimbursement@optum.com



Optum Behavioral Health

Behavioral Health Provider Express: providerexpress.com



March Vision Care

MarchVisionCare.com

Call **844-516-2427** Monday–Friday, 7 a.m.–10 p.m., and Saturday, 8 a.m.–5:30 p.m. CT.



Interpreter Services

Language Interpretation Line: Call **800-638-3302** or **877-261-6608**, 24 hours a day, 7 days a week, for help with more than 240 non-English languages and hearing-impaired services.



UHC Dental

UHCdental.com

Call **877-897-4941** Monday–Friday, 7 a.m.–10 p.m. CT.



NurseLine

Members can access the NurseLine 24/7 at **800-985-3856**.



Provider Care Manual

You'll find information in our Care Provider Administrative Guides at UHCprovider.com/guides. If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at UHCprovider.com > Contact Us > [Network Contacts](#).



Sample ID cards

United Healthcare Community Plan
Health Plan (80840) 911-87726-04
Member ID: A999999991
Member: NEW M ENGLISH
PMP Name: DOUGLAS GETWELL
PMP Phone: (717)851-6816
Copays may apply:
Transportation: \$1 one-way
Non-emergency ER: \$3 0501

Hoosier CARE CONNECT
Group Number: INHCC
Payer ID: 87726
OPTUMRx
Rx Bin: 610494
Rx Grp: ACUIN
Rx PCN: 4641
Copay May Apply: \$3

Hoosier Care Connect
Administered by UnitedHealthcare of Indiana, Inc.

Emergency Room Copay May Apply. Printed: 11/13/2020

In an emergency go to the nearest emergency room or call 911.
To verify benefits or to find a provider, visit the website www.myuhc.com/communityplan or call.

For Members: 800-832-4643 TTY 711

For Providers: UHCprovider.com/Incommunityplan 877-610-9785
Medical Claims: PO Box 5240, Kingston, NY, 12402-5240

Pharmacy Claims: OptumRx, PO Box 650334, Dallas, TX 75265-0334
For Pharmacists: 866-215-5046

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

