

# UnitedHealthcare Community Plan of New Jersey FamilyCare plan

## Quick reference guide

This reference guide provides a variety of resources for the New Jersey FamilyCare plan. We offer this plan through UnitedHealthcare Community Plan.



### Sample member ID card

United  
Healthcare  
Community Plan

Health Plan (80840) 911-86047-08

Member ID: 000300076 Group Number: NJFAMCAR

Member:  
REISSUE ENGLISH

PCP Name:  
DOUGLAS GETWELL  
PCP Phone: (201)792-3022

Payer ID: 86047

OPTUMRx<sup>®</sup>

Rx Bin: 610494  
Rx Grp: AMNJ  
Rx PCN: 4343

See reverse for dental/vision benefits  
DOI -0501

NJ FamilyCare A  
Underwritten by AmeriChoice of New Jersey, Inc.

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If you are not sure if your problem is an emergency, call your PCP first. No prior authorization is required for emergencies. To verify benefits or to find a provider, visit the website [www.myuhc.com/communityplan](http://www.myuhc.com/communityplan) or call.

Member Services/  
Dental/Vision: 1-800-941-4647 TDD/TTY 711

**In an emergency go to nearest emergency room or call 911.**

For Providers: UHCprovider.com 1-888-362-3368  
Medical Claims: PO Box 5250, Kingston, NY, 12402-5250

Pharmacy Claims: OptumRX, PO Box 650334, Dallas, TX 75265-0334  
For Pharmacists: 1-877-305-8952

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



### Community Plan of New Jersey home page

You can access a variety of resources at [UHCprovider.com/NJcommunityplan](http://UHCprovider.com/NJcommunityplan), including:

- Policies and clinical guidelines
- Provider forms and references
- Training and education
- Bulletins and newsletters
- The New Jersey Care Provider Manual



## UnitedHealthcare Provider Portal

To sign in to the UnitedHealthcare Provider Portal, visit [UHCprovider.com](https://UHCprovider.com) and click the sign in button at the top right of the screen. This secure online portal gives you access to patient information and more. To use the portal, you will first need to register for a One Healthcare ID, if you don't already have one. Visit [UHCprovider.com/access](https://UHCprovider.com/access) for detailed instructions and training.

In the portal, you can:

- Confirm member eligibility and benefits
- Submit claims and check status
- Submit reconsideration requests
- Request a referral
- Request prior authorizations
- Update facility or practice data

### Claims

Please submit claims for a service within 180 days or the time frame outlined in your Participation Agreement. Upon submission, you'll receive a provider remittance advice (PRA) with details of your claims reimbursement after receipt.

If we're a secondary payer as part of coordination of benefits (COB) claims, please submit the claims within 60 days from the date of the primary insurer's explanation of benefits (EOB) or 180 days from the dates of service, whichever is second.

To submit a claim, please use Payer ID 86047 and sign in to the portal. Or, use one of the following options:

- Electronic data interchange (EDI): EDI 837 transaction
- Mail: UnitedHealthcare Community Plan of New Jersey  
P.O. Box 5250  
Kingston, NY 12402-5250

### Reconsiderations

Within 90 days of our determination date, you can submit a reconsideration for us to review administrative claim denials.

- **Online:** Sign in to the secure provider portal at [UHCprovider.com](https://UHCprovider.com)
- **Mail:** UnitedHealthcare Community Plan of New Jersey  
Attention: Reconsideration  
P.O. Box 31364  
Salt Lake City, UT 84131-0364

### Appeals

Please mail formal appeals by mail to:

UnitedHealthcare Community Plan of New Jersey  
Attention: Appeals  
P.O. Box 31364  
Salt Lake City, UT 84131-0364



## Network health care professionals

To access information about network health care professionals for a referral, please visit our [medical care directory](#).



## Prescription medications

For prescription drug lists and pharmacy information, please visit our [Pharmacy Resources and Physician Administered Drugs](#) page. For assistance, please call Optum Rx® prescriber prior authorization services at 800-310-6826.



## Care coordination

Refer members with complex conditions who frequently use health care services or special needs.

NJ FamilyCare plan: Call **888-362-3368**

Managed long term services and supports (MLTSS): Call **888-702-2168**



## Doulas

- To learn how to enroll as a doula into the plan, please see the New Jersey Department of Human Services (NJ DHS) [information form](#) at [state.nj.us](http://state.nj.us)
- For information from the Department of Human Services, please visit their [Doula Care](#) page at [nj.gov](http://nj.gov)
- To find network doulas, please visit our [Doula Provider Directory](#)



## Join our network

Please visit the [Join Our Network](#) page for information about how to submit your participation request and next steps. We review applications and provide decisions within 30 days.



## We're here to help

- New Jersey Community Plan Provider Services: Call **800-941-4647** or email [northeastprteam@uhc.com](mailto:northeastprteam@uhc.com) if you have questions about the following:
  - Behavioral health
  - Dental, hearing and vision services
  - Durable medical equipment (DME)
  - Electronic visit verification (EVV) for all services
    - For Home- and Community-Based Services, please email [nj\\_hcbs\\_pr@uhc.com](mailto:nj_hcbs_pr@uhc.com)
  - Home health
  - Hospice
  - Joining our network
  - MLTSS
  - Pharmacy
  - Prior authorizations
  - Referrals
- MLTSS NJ FamilyCare/Medicaid team: Call **888-702-2168** for MLTSS questions, such as about assisted living and nursing facilities
- Optum Health NurseLine: Call 877-440-9407 (available 7 days a week, 24 hours a day)