

New Mexico Turquoise Care ABA Program

Quick Reference Guide

ID Card	
Clinician is Responsible for:	Verifying benefits/eligibility online at Providerexpress.com or call the Behavioral Health number located on the back of the Member's ID card: - Obtaining authorization as necessary - Being familiar with the Network Manual located on our web site: Providerexpress.com > Clinical Resources > National Network Manual - Being familiar with NM Turquoise Care specific guidelines on our website: Providerexpress.com > ABA Information > State Medicaid ABA Programs > New Mexico Turquoise Care ABA Program
ABA Clinical Policy	New Mexico Clinical Policy can be found at Providerexpress.com > ABA Information > State Medicaid ABA Programs > New Mexico Turquoise Care ABA Program, along with other resource materials.
Prior Authorization	All autism services do not require prior authorization with the exception of 97153 & 0373T: - Verify benefits/eligibility online at uhcprovider.com or call the Behavioral Health number located on the back of the Member's ID card - Prior Authorization can be obtained via Treatment Authorization Request Form and submitted either: - Online at One Healthcare ID - Fax at 1-888-541-6691
Claims Paper Submission	Mail paper claims to: - Optum, PO Box 31348 Salt Lake City, UT 84131-0348 - All autism provider services must be billed on a Form 1500 - Submission should occur within 6 months of date of service.
Electronic Submission	Submit claims online through: uhcprovider.com - Payer ID for submitting claims is 87726 - Electronic Remittance Advice (ERA) Payer ID 86047 - EDI Support 1-800-210-8315 or email ac_edi_ops@uhc.com
Claim Status	Claims status can be obtained by calling Customer Service Center: - Web portal at uhcprovider.com 1-888-702-2202
Claim Appeals	Claim appeals process: - Process for appeal will be detailed in the Member's Rights Enclosure which accompanies the Explanation of Benefit (EOB) denial notice sent to the provider and the member - Mailed to: Optum, Appeals & Grievances, PO Box 31364, Salt Lake City, UT 84131-0364
Update Practice Info	You can update your practice information by contacting your designated Autism Network Manager.
Disclaimer	Information contained herein is subject to change. Please contact your Network Manager with any questions.