



UnitedHealthcare Community Plan of Texas ABA Program

Quick Reference Guide

Clinician is Responsible for:	Verifying benefits/eligibility online at uhcprovider.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 >Guidelines / Policies & Manuals> Network Manual
ABA Clinical Policy and Level of Care Guidelines	ABA Clinical Policy and Level of Care Guidelines can be found at providerexpress.com > Clinical Resources > Guidelines/Policies & Manuals > State/Contract Specific Criteria > Texas Medicaid Autism Services, along with other resource materials.
Prior Authorization	All autism services require prior authorization: - Verify benefits/eligibility online at providerexpress.com or call the Behavioral Health number located on the back of the member's ID card - The initial assessment (97151) requires prior authorization. All subsequent assessments for 97151 Authorization is required but does not need to be prior authorization. Authorization maybe submitted AFTER the assessment has been completed. - Prior Authorization can be obtained via Treatment Authorization Request Form and submitted either - Online at One Healthcare ID - Or call 1-877-217-6068
Claims Paper Submission	Mail paper claims to: - Optum Behavioral Health, P.O Box 5270, Kingston, NY 12402-5270 - All autism provider services must be billed on a Form 1500 - Submission should occur within 95 days of date of service
Electronic Submission	Submit claims online through: - Claims Payer ID 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: - STAR 1-888-887-9003 - STAR+PLUS 1-888-887-9003 - STAR KIDS 1-888-887-9003 - Or through the Web portal at providerexpress.com or uhcprovider.com
Clinical Appeals	Mail appeals to: Optum Behavioral Health, P.O Box 31364, Salt Lake City, UT 84131-0364
ABA Clinical Policy and Clinical Criteria	ABA Clinical Policy and Clinical Criteria can be found at providerexpress.com > Clinical Resources > Guidelines/Policies & Manuals > State/Contract Specific Criteria > Texas Medicaid Autism Services, along with other resource materials.
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.