# Behavioral Health Services covered by UnitedHealthcare Community Plan of Minnesota

Here is a quick reference guide with information and resources for working with UnitedHealthcare Community Plan of Minnesota and the MinnesotaCare program.

## Patient Support

### Interpreter Services

Call the Language Interpretation Line 24/7 at 1-888-225-6056 for help with more than 240 non-English languages and hearing-impaired services. (Client ID 209677)

## Optum Behavioral Health Resources

### Provider Express Secure Portal

Providerexpress.com > Log-In (requires One Healthcare ID)

The Provider Express secure portal is a self-service tool – available 24/7 – to help you complete administrative tasks when it's most convenient for you. Through the portal, you can: :
- Check member eligibility and authorization requirements
- Update practice and provider demographic information
- Register for Optum Pay, including Electronic Funds Transfer (EFT)
- Check claim status and make claim adjustment requests
- Submit reconsideration and appeal requests

Need help? Contact the Provider Express Support Center at 1-866-209-9320.

### Behavioral Health Provider Relations

Find the name and contact information for your Provider Advocate and other network staff on the Minnesota resource page for Optum Behavioral Health.

### Provider Services

Call **1-877-440-9946** if you have additional questions.

### Provider Express Website

Providerexpress.com – no log-in required

The Provider Express website has information and updates to help providers and Optum Behavioral Health work together – from changes in administrative processes and state-specific information, to product-specific news and other topics. Visit the site to review:
- Behavioral health toolkits
- Network provider manuals and frequently accessed forms
- Clinical guidelines and protocols
- Reimbursement policies
- State-specific pages

## Claim Submissions via Electronic Data Interchange (EDI)

All claims should be billed using either EDI 837I (Institutional) / UB04 or EDI 837P (Professional) with Payer ID 87726.

For additional guidance on claim submissions, please review these resources:

- **Claim tips and resources**
- **How to submit claims using the Provider Express secure portal**
- **Guide to claim inquiries and claim adjustments**

## Sample Member ID Cards

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

United Behavioral Health operating under the brand Optum.