

# UNITED

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726** – updated 4/19/2021

Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com
Credentialing	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com
Authorizations	No auth required for custodial Provider Services Line 877-843-4366	No auth required for custodial Provider Services Line 877-843-4366	No auth required for custodial Provider Services Line 877-843-4366
Claims	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate
Care Coordination	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Farah Burch 804-297-7573 farah_burch@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Whitehead 804-624-1240 lisa_whitehead@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Nicole Stukes-Stith 804-316-0350 nicole_stukes@uhc.com

Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com
Credentialing	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com
Authorizations	No auth required for custodial Provider Services Line 877-843-4366	No auth required for custodial Provider Services Line 877-843-4366	No auth required for custodial Provider Services Line 877-843-4366
Claims	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate
Care Coordination	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Kathy Folks 952-406-6275 kathryn_folks@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Sproles 763-361-3592 lisa_sproles@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Tonya Clayton 804-489-0706 latonya_clayton@uhc.com

# UNITED

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726** - updated 4/19/2021

Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Donna Smith 763-361-0611 <a href="mailto:donna.smith1@uhc.com">donna.smith1@uhc.com</a>	Donna Smith 763-361-0611 <a href="mailto:donna.smith1@uhc.com">donna.smith1@uhc.com</a>	Donna Smith 763-361-0611 <a href="mailto:donna.smith1@uhc.com">donna.smith1@uhc.com</a>
Credentialing	<a href="mailto:NatlCred_Components@uhc.com">NatlCred_Components@uhc.com</a> 877-842-3210	<a href="mailto:NatlCred_Components@uhc.com">NatlCred_Components@uhc.com</a> 877-842-3210	NatlCred_Components@uhc.com 877-842-3210
Authorizations	No authorization required Provider Services Line 877-843-4366	No authorization required Provider Services Line 877-843-4366	No authorization required Provider Services Line 877-843-4366
Claims	877-843-4366 <a href="mailto:ne_reg_anc_hh@uhc.com">ne_reg_anc_hh@uhc.com</a>	877-843-4366 <a href="mailto:ne_reg_anc_hh@uhc.com">ne_reg_anc_hh@uhc.com</a>	877-843-4366 <a href="mailto:ne_reg_anc_hh@uhc.com">ne_reg_anc_hh@uhc.com</a>
Care Coordination	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Farah Burch 804-297-7573 <a href="mailto:farah_burch@uhc.com">farah_burch@uhc.com</a>	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Whitehead 804-624-1240 <a href="mailto:lisa_whitehead@uhc.com">lisa_whitehead@uhc.com</a>	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Nicole Stukes-Stith 804-316-0350 <a href="mailto:nicole_stukes@uhc.com">nicole_stukes@uhc.com</a>

Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Donna Smith 763-361-0611 <a href="mailto:donna.smith1@uhc.com">donna.smith1@uhc.com</a>	Donna Smith 763-361-0611 <a href="mailto:donna.smith1@uhc.com">donna.smith1@uhc.com</a>	Donna Smith 763-361-0611 <a href="mailto:donna.smith1@uhc.com">donna.smith1@uhc.com</a>
Credentialing	<a href="mailto:NatlCred_Components@uhc.com">NatlCred_Components@uhc.com</a> 877-842-3210	<a href="mailto:NatlCred_Components@uhc.com">NatlCred_Components@uhc.com</a> 877-842-3210	<a href="mailto:NatlCred_Components@uhc.com">NatlCred_Components@uhc.com</a> 877-842-3210
Authorizations	No authorization required Provider Services Line 877-843-4366	No authorization required Provider Services Line 877-843-4366	No authorization required Provider Services Line 877-843-4366
Claims	Primary: Provider Services 877-843-4366 Escalation: Assigned provider advocate <a href="mailto:Mid_Anc@uhc.com">Mid_Anc@uhc.com</a>	Primary: Provider Services 877-843-4366 Escalation: Assigned provider advocate <a href="mailto:Mid_Anc@uhc.com">Mid_Anc@uhc.com</a>	Primary: Provider Services 877-843-4366 Escalation: Assigned provider advocate <a href="mailto:Mid_Anc@uhc.com">Mid_Anc@uhc.com</a>
Care Coordination	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Kathy Folks 952-406-6275 <a href="mailto:kathryn_folks@uhc.com">kathryn_folks@uhc.com</a>	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Sproles 763-361-3592 <a href="mailto:Lisa_sproles@uhc.com">Lisa_sproles@uhc.com</a>	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Tonya Clayton, 804-489-0706 <a href="mailto:latonya_clayton@uhc.com">latonya_clayton@uhc.com</a>

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Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726** updated 4/19/2021

LTSS	Tidewater	Central	Charlottesville/Western
Contracting	Nicole Williams 763-283-3308 <a href="mailto:nicole_d_williams1@uhc.com">nicole_d_williams1@uhc.com</a>	Nicole Williams 763-283-3308 <a href="mailto:nicole_d_williams1@uhc.com">nicole_d_williams1@uhc.com</a>	Nicole Williams 763-283-3308 <a href="mailto:nicole_d_williams1@uhc.com">nicole_d_williams1@uhc.com</a>
Credentialing	Nicole Williams 763-283-3308 <a href="mailto:Nicole_d_williams1@uhc.com">Nicole_d_williams1@uhc.com</a>	Nicole Williams 763-283-3308 <a href="mailto:Nicole_d_williams1@uhc.com">Nicole_d_williams1@uhc.com</a>	Nicole Williams 763-283-3308 <a href="mailto:Nicole_d_williams1@uhc.com">Nicole_d_williams1@uhc.com</a>
Authorizations	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Caroline Pope Sutton 952-202-8022 Caroline_sutton@uhc.com	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Caroline Pope Sutton 952-202-8022 Caroline_sutton@uhc.com	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Caroline Pope Sutton 952-202-8022 Caroline_sutton@uhc.com
Claims	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Assigned provider advocate hcbs_northeast_pr@uhc.com	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Assigned provider advocate hcbs_northeast_pr@uhc.com	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Assigned provider advocate hcbs_northeast_pr@uhc.com
Care Coordination	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Farah Burch 804-297-7573 farah_burch@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Whitehead 804-624-1240 lisa_whitehead@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Nicole Stukes-Stith 804-316-0350 nicole_stukes@uhc.com

LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Nicole Williams 763-283-3308 <a href="mailto:Nicole_d_williams1@uhc.com">Nicole_d_williams1@uhc.com</a>	Nicole Williams 763-283-3308 <a href="mailto:Nicole_d_williams1@uhc.com">Nicole_d_williams1@uhc.com</a>	Nicole Williams 763-283-3308 <a href="mailto:Nicole_d_williams1@uhc.com">Nicole_d_williams1@uhc.com</a>
Credentialing	Nicole Williams 763-283-3308 <a href="mailto:Nicole_d_williams1@uhc.com">Nicole_d_williams1@uhc.com</a>	Nicole Williams 763-283-3308 <a href="mailto:Nicole_d_williams1@uhc.com">Nicole_d_williams1@uhc.com</a>	Nicole Williams 763-283-3308 <a href="mailto:Nicole_d_williams1@uhc.com">Nicole_d_williams1@uhc.com</a>
Authorizations	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Caroline Pope Sutton 952-202-8022 Caroline_sutton@uhc.com	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Caroline Pope Sutton 952-202-8022 Caroline_sutton@uhc.com	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Caroline Pope Sutton 952-202-8022 Caroline_sutton@uhc.com
Claims	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Assigned provider advocate hcbs_northeast_pr@uhc.com	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Assigned provider advocate hcbs_northeast_pr@uhc.com	<u>Primary:</u> Provider Services 877-843-4366 <u>Escalation:</u> Assigned provider advocate hcbs_northeast_pr@uhc.com
Care Coordination	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Kathy Folks 952-406-6275 kathryn_folks@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Sproles 763-361-3592 Lisa_sproles@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Tonya Clayton 804-489-0706 latonya_clayton@uhc.com

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Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726 updated 4/19/2021**

Hospitals, Ancillary, Physicians	Tidewater	Central	Charlottesville/Western
Contracting	Sergio Guillen 612-383-4310 sergio_guillen2@uhc.com	Sergio Guillen 612-383 4310 sergio_guillen2@uhc.com	Sergio Guillen 612-383-4310 sergio_guillen2@uhc.com
Credentialing	Sergio Guillen 612-383-4310 sergio_guillen2@uhc.com	Sergio Guillen 612-383-4310 sergio_guillen2@uhc.com	Sergio Guillen 612-383-4310 sergio_guillen2@uhc.com
Authorizations	Provider Services Line 877-843-4366	Provider Services Line 877-843-4366	Provider Services Line 877-843-4366
Claims	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate
Care Coordination	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Farah Burch, 804-297-7573 farah_burch@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Whitehead 804-624-1240 lisa_whitehead@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Nicole Stukes-Stith 804-316-0350 nicole_stukes@uhc.com

Hospitals, Ancillary, Physicians	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Sergio Guillen 612-383-4310 sergio_guillen2@uhc.com	Sergio Guillen 612-383 4310 sergio_guillen2@uhc.com	Sergio Guillen 612-383-4310 sergio_guillen2@uhc.com
Credentialing	Sergio Guillen 612-383-4310 sergio_guillen2@uhc.com	Sergio Guillen 612-383-4310 sergio_guillen2@uhc.com	Sergio Guillen 612-383-4310 sergio_guillen2@uhc.com
Authorizations	Provider Services Line 877-843-4366	Provider Services Line 877-843-4366	Provider Services Line 877-843-4366
Claims	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate	<u>Primary:</u> Provider Services Line 877-843-4366 <u>Escalation:</u> Assigned provider advocate
Care Coordination	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Kathy Folks 952-406-6275 kathryn_folks@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Lisa Sproles 763-361-3592 Lisa_sproles@uhc.com	<u>Primary:</u> Member Services 866-622-7982 <u>Escalation:</u> Tonya Clayton 804-489-0706 latonya_clayton@uhc.com

# UNITED

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726** updated 4/19/2021

Community Mental Health Rehabilitation Services	Tidewater	Central	Charlottesville/Western
Contracting	<a href="http://www.providerexpress.com">www.providerexpress.com</a> John Strube <a href="mailto:John_strube@optum.com">John_strube@optum.com</a>  ABA Providers: Joshua Van Ryswyk <a href="mailto:Joshua.vanryswyk@optum.com">Joshua.vanryswyk@optum.com</a>	<a href="http://www.providerexpress.com">www.providerexpress.com</a> John Strube <a href="mailto:John_strube@optum.com">John_strube@optum.com</a>  ABA Providers: Joshua Van Ryswyk Johsua.vanryswyk@optum.com	<a href="http://www.providerexpress.com">www.providerexpress.com</a> Brittany Meadows <a href="mailto:Brittany_e_meadows@optum.com">Brittany_e_meadows@optum.com</a>  ABA Providers: Joshua Van Ryswyk Joshua.vanryswyk@optum.com
Credentialing	<a href="http://www.providerexpress.com">www.providerexpress.com</a> John Strube <a href="mailto:John_strube@optum.com">John_strube@optum.com</a>  ABA Providers: Joshua Van Ryswyk <a href="mailto:Joshua.vanryswyk@optum.com">Joshua.vanryswyk@optum.com</a>	<a href="http://www.providerexpress.com">www.providerexpress.com</a> John Strube <a href="mailto:John_strube@optum.com">John_strube@optum.com</a>  ABA Providers: Joshua Van Ryswyk Johsua.vanryswyk@optum.com	<a href="http://www.providerexpress.com">www.providerexpress.com</a> Brittany Meadows <a href="mailto:Brittany_e_meadows@optum.com">Brittany_e_meadows@optum.com</a>  ABA Providers: Joshua Van Ryswyk Joshua.vanryswyk@optum.com
Authorizations	ARTS: Fax 855-368-1542CMHRS: <a href="https://optumpeeraccess.secure.force.com/VAMedicaidAuth/">https://optumpeeraccess.secure.force.com/VAMedicaidAuth/</a>	ARTS: Fax 855-368-1542CMHRS: <a href="https://optumpeeraccess.secure.force.com/VAMedicaidAuth/">https://optumpeeraccess.secure.force.com/VAMedicaidAuth/</a>	ARTS: Fax 855-368-1542CMHRS: <a href="https://optumpeeraccess.secure.force.com/VAMedicaidAuth/">https://optumpeeraccess.secure.force.com/VAMedicaidAuth/</a>
Claims  Who to call with questions?	UHCprovider.com: To obtain a user ID call toll-free <b>(866) 842-3278</b>  EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726  Mail paper claims to: <b>United Healthcare Community Plan, P.O. Box 5270,Kingston, NY 12402</b>	UHCprovider.com: To obtain a user ID call toll-free <b>(866) 842-3278</b>  EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726  Mail paper claims to: <b>United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402</b>	UHCprovider.com: To obtain a user ID call toll-free <b>(866) 842-3278</b>  EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726  Mail paper claims to: <b>United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402</b>

	Escalation: Assigned provider advocate	Escalation: Assigned provider advocate	Escalation: Assigned provider advocate
Care Coordination	Provider: 877-843-4366 Member: 866-622-7982 Escalation: Megan Smith 804-201-5007 Megan_l_smith@uhc.com	Provider: 877-843-4366 Member: 866-622-7982 Escalation: Ryan Ickes 804-514-0295 Ryan_ickes@uhc.com	Provider: 877-843-4366 Member: 866-622-7982 Escalation: Ryan Ickes 804-514-0295 Ryan_ickes@uhc.com

## UNITED

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726** updated 4/19/2021

Community Mental Health Rehabilitation Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	www.providerexpress.com Brittany Meadows <a href="mailto:brittany_e_meadows@optum.com">brittany_e_meadows@optum.com</a>  ABA Providers: Joshua Van Ryswyk joshua.vanryswyk@optum.com	www.providerexpress.com Brittany Meadows <a href="mailto:brittany_e_meadows@optum.com">brittany_e_meadows@optum.com</a>  ABA Providers: Joshua Van Ryswyk joshua.vanryswyk@optum.com	www.providerexpress.com John Strube <a href="mailto:john_strube@optum.com">john_strube@optum.com</a>  ABA Providers: Joshua Van Ryswyk joshua.vanryswyk@optum.com
Credentialing	www.providerexpress.com Brittany Meadows <a href="mailto:brittany_e_meadows@optum.com">brittany_e_meadows@optum.com</a>  ABA Providers: Joshua Van Ryswyk joshua.vanryswyk@optum.com	www.providerexpress.com Brittany Meadows <a href="mailto:brittany_e_meadows@optum.com">brittany_e_meadows@optum.com</a>  ABA Providers: Joshua Van Ryswyk joshua.vanryswyk@optum.com	www.providerexpress.com John Strube <a href="mailto:john_strube@optum.com">john_strube@optum.com</a>  ABA Providers: Joshua Van Ryswyk joshua.vanryswyk@optum.com
Authorizations	ARTS: Fax 855-368-1542  CMHRS: <a href="https://optumpeeraccess.secure.force.com/VAMedicaidAuth/">https://optumpeeraccess.secure.force.com/VAMedicaidAuth/</a>	ARTS: Fax 855-368-1542  CMHRS: <a href="https://optumpeeraccess.secure.force.com/VAMedicaidAuth/">https://optumpeeraccess.secure.force.com/VAMedicaidAuth/</a>	ARTS: Fax 855-368-1542  CMHRS: <a href="https://optumpeeraccess.secure.force.com/VAMedicaidAuth/">https://optumpeeraccess.secure.force.com/VAMedicaidAuth/</a>

Claims	<p>UHCprovider.com: To obtain a user ID call toll-free <b>(866) 842-3278</b></p> <p>EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726</p> <p>Mail claims to: <b>United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402</b></p>	<p>UHCprovider.com: To obtain a user ID call toll-free <b>(866) 842-3278</b></p> <p>EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726</p> <p>Mail claims to: <b>United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402</b></p>	<p>UHCprovider.com: To obtain a user ID call toll-free <b>(866) 842-3278</b></p> <p>EDI: You may use any clearinghouse vendor to submit claims with the exception of Availity. Payer ID for submitting claims is 87726</p> <p>Mail claims to: <b>United Healthcare Community Plan, P.O. Box 5270, Kingston, NY 12402</b></p>
Care Coordination	<p><u>Primary:</u> Member Services      866-622-7982</p> <p><u>Escalation:</u> Megan Smith                              804-201-5007 Megan_I_smith@uhc.com</p>	<p><u>Primary:</u> Member Services      866-622-7982</p> <p><u>Escalation:</u> Lisa Sproles                                763-361-3592 Lisa_sproles@uhc.com</p>	<p><u>Primary:</u> Member Services      866-622-7982</p> <p><u>Escalation:</u> Ryan Ickes                                    804-514-0295 Ryan_ickes@uhc.com</p>

# UNITED

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726** updated 4/19/2021

DME AT and EM	Tidewater	Central	Charlottesville/Western
Contracting	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>
Credentialing	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>
Authorizations	<p><u>Primary:</u> Provider Services 877-843-4366  <u>Escalation:</u> Caroline Pope Sutton 952-202-8022            caroline_sutton@uhc.com</p>	<p><u>Primary:</u> Provider Services 877-843-4366  <u>Escalation:</u> Caroline Pope Sutton 952 202-8022            caroline_sutton@uhc.com</p>	<p><u>Primary:</u> Provider Services 877-843-4366  <u>Escalation:</u> Caroline Pope Sutton 952-202-8022            caroline_sutton@uhc.com</p>
Claims	<p>Provider Services 877-843-4366</p>	<p>Provider Services 877-843-4366</p>	<p>Provider Services 877-843-4366</p>
Care Coordination	<p><u>Primary:</u> Member Services 866-622-7982  <u>Escalation:</u> Farah Burch 804-297-7573            farah_burch@uhc.com</p>	<p><u>Primary:</u> Member Services 866-622-7982  <u>Escalation:</u> Lisa Whitehead 804-624-1240            lisa_whitehead@uhc.com</p>	<p><u>Primary:</u> Member Services 866-622-7982  <u>Escalation:</u> Nicole Stukes-Stith 804-316-0350            nicole_stukes@uhc.com</p>



# UNITED

Health Plan Payer ID: Institutional/ Professional/ Professional Mental Health- **87726** updated 4/19/2021

DME AT and EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>
Credentialing	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>	<p>To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 877-843-4366 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:</p> <p>Nicole Williams 763-283-3308  <a href="mailto:Nicole_D_Williams1@uhc.com">Nicole_D_Williams1@uhc.com</a></p>
Authorizations	<p>Provider Services 877-843-4366</p> <p>Primary: Member Services 866-622-7982</p> <p>Escalation: Caroline Pope Sutton 952-202-8022  <a href="mailto:Caroline_Sutton@uhc.com">Caroline_Sutton@uhc.com</a></p>	<p>Provider Services 877-843-4366</p> <p>Primary: Member Services 866-622-7982</p> <p>Escalation: Caroline Pope Sutton 952-202-8022  <a href="mailto:Caroline_Sutton@uhc.com">Caroline_Sutton@uhc.com</a></p>	<p>Provider Services 877-843-4366</p> <p>Primary: Member Services 866-622-7982</p> <p>Escalation: Caroline Pope Sutton 952-202-8022  <a href="mailto:Caroline_Sutton@uhc.com">Caroline_Sutton@uhc.com</a></p>
Claims	<p>Provider Services 877-843-4366</p>	<p>Provider Services 877-843-4366</p>	<p>Provider Services 877-843-4366</p>
Care Coordination	<p>Primary: Member Services 866-622-7982</p> <p>Escalation: Kathy Folks 952-406-6275  <a href="mailto:kathryn_folks@uhc.com">kathryn_folks@uhc.com</a></p>	<p>Primary: Member Services 866-622-7982</p> <p>Escalation: Megan Smith 804-201-5007  <a href="mailto:Megan_I_smith@uhc.com">Megan_I_smith@uhc.com</a></p>	<p>Primary: Member Services 866-622-7982</p> <p>Escalation: Tonya Clayton 804-489-0706  <a href="mailto:latonya_clayton@uhc.com">latonya_clayton@uhc.com</a></p>

<b>DD Waivers Residential Providers</b>	<b>Tidewater</b>	<b>Central</b>	<b>Charlottesville/Western</b>
Care Coordination	Member Services: 866-622-7982	Member Services: 866-622-7982	Member Services: 866-622-7982
Escalation Contact	Lyndi Fedele lyndi_fedele@uhc.com 763-283-4921	Lyndi Fedele lyndi_fedele@uhc.com 763-283-4921	Lyndi Fedele lyndi_fedele@uhc.com 763-283-4921
<b>DD Waivers Residential Providers</b>	<b>Roanoke/Alleghany</b>	<b>Southwest</b>	<b>Northern/Winchester</b>
Care Coordination	Member Services: 866-622-7982	Member Services: 866-622-7982	Member Services: 866-622-7982
Escalation Contact	Megan Smith Megan_l_smith@uhc.com 804-201-5007	Megan Smith Megan_l_smith@uhc.com 804-201-5007	Megan Smith Megan_l_smith@uhc.com 804-201-5007

