



UnitedHealthcare Community Plan of Mississippi

Provider Education Session

“Helping People Live Healthier Lives”

Reminder

Provider Medicaid ID number requirement for MississippiCAN

- Existing requirement
- Claim denial edit triggered if there is no Mississippi Medicaid ID number on file
- Please call provider services at 877-743-8734 if you need to update your contact information or adjust claims.
- If you do not have a current Mississippi Medicaid ID number, you can download the Provider Enrollment application at <https://www.ms-medicaid.com/msenvision/downloadenrollPackage.do>.
- Does not apply to Mississippi CHIP

To check member eligibility

Go to UnitedHealthcareOnline.com > Patient Eligibility & Benefits

Go to Medicaid's Envision website at msmedicaid.acs-inc.com

Call UnitedHealthcare Community Plan Provider

Services: MississippiCAN: 877-743-8734

Mississippi CHIP: 800-557-9933

To join the UBH Network

- Apply online at www.providerexpress.com and follow the links to "Join our Network"
- Contact you assigned Network Manager for any issues regarding enrollment or network status

To check status of claims

- Claims may be checked at www.uhccommunityplan.com

Behavioral Health Contact Information

- **Behavioral Health**

- For information on benefits, prior authorizations, referrals, appeals and grievances:

MississippiCAN Provider Services: 877-743-8734

Mississippi CHIP Provider Services: 800-980-7393

- **Behavioral Health Provider Relations**

- For information on contracting, credentialing and unresolved claims issues:

Michael Strazi

Mississippi Network Manager,
South Mississippi

612-632-5727

michael.strazi@optum.com

Fax: 877-331-5852

James (Rusty) Palmer

Mississippi Network Manager,
North Mississippi

651-495-5298

james.palmer@optum.com

Fax: 888-960-3835

- **Mississippi CHIP & MississippiCAN Behavioral Health Team**

- Meredith Clemmons, LCSW: Manager MS Field Care Advocate

Questions?

