

Welcome and Key Contacts

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Welcome

Welcome to UPMC Health Plan, a provider-led health plan committed to quality coverage for its members and employer clients.

Guided by the principle of treating others as we want to be treated, UPMC Health Plan’s goal is to be the nation’s best service-centered health benefits company, providing the highest quality products at an affordable price to families, individuals, and employers.

We pledge to satisfy customers, grow membership, control expenses, and improve the health of people living in the communities we serve.

UPMC Health Plan was founded as a provider-led managed care organization. As such, UPMC Health Plan has never placed barriers between doctor and patient. We consider the providers in our network to be leaders in the quality of care they provide. Our goal as a health insurer is to work with our providers to make sure our members get regular preventive care and quality medical care, as well as to reduce unnecessary medical procedures.

To that end, this document is intended to serve as the main resource for information about UPMC Health Plan’s products, services, and claims processes, and as a reference for providers when questions arise. If certain situations require further explanation, providers should call **Provider Services** from 8 a.m. to 5 p.m., Monday through Friday, at the following numbers:

UPMC Community HealthChoices (Medical Assistance)	1-844-860-9303
UPMC Behavioral Health Services (BHS)	1-866-441-4185
UPMC <i>for Kids</i> (CHIP)	1-800-650-8762
UPMC <i>for Life</i> (Medicare)	1-877-539-3080
UPMC <i>for Life</i> Complete Care (HMO SNP)	1-800-606-8648
UPMC <i>for You</i> (Medical Assistance)	1-866-918-1595
UPMC Health Plan (Commercial)	1-866-918-1595

Other help, including provider network directories, is also available online at upmchealthplan.com.

UPMC Health Plan Website

UPMC Health Plan's website is located at upmchealthplan.com.

Physicians and other providers can find the following information on UPMC Health Plan's website:

- Clinical practice guidelines
- Member benefit plans
- News and announcements
- Policies
- Provider directory (hard copy or CD available upon request)
- Provider information (links to various other UPMC Health Plan documents for providers)
- Provider manual (hard copy or CD available upon request)
- Provider news (via the Physician Partner Update (PPU))
- UPMC Health Plan annual report
- Wellness information

Provider OnLine

Provider OnLine (POL), is a self-serve website that is available **24 hours a day, 7 days a week** and can significantly reduce the number of telephone calls a network provider needs to make to UPMC Health Plan, thereby reducing the time it takes to perform their daily tasks.

This secure online service, available from any computer with internet access allows providers to perform a wide variety of administrative functions, including submitting a prior authorization request, checking on the status of an authorization request, checking member eligibility and covered benefits, submitting claims for reimbursement, checking on the status of a claim, viewing an **Explanation of Payment (EOP)**, sending and receiving messages or chatting with a Provider Services representative in real time. POL is utilized to relay general communications to Providers; Providers should frequently check POL for updates. In addition, POL allows the Provider to complete an authorization to receive electronic payments by Electronic Funds Transfer (EFT). EFT Transfer will allow the Provider's office or practice to receive reimbursement from UPMC Health Plan sooner than paper checks.

- **NOTE:** All contracted Providers are required to complete the Authorization for Electronic Reimbursement form by going to upmchealthplan.com/providers/online and selecting EFT Transfer Form.

Providers can also request **Electronic Remittance Advice (ERA)** through **Provider OnLine**.

- **NOTE:** Per HIPAA the only permissible format for an electronic remittance advice, in a data file, is the ANSI ASC X12.835, Health Care Claim Payment/Advice. This file is commonly referred to as an 835.

It requires the recipient's practice or billing system have the ability to automate loading a file in the mandated format.

- **NOTE:** All contracted providers should utilize POL to review their current and historical EOPs and print a paper copy of the EOP. Providers with POL access and those who elect to utilize ERA will not receive a paper EOP. Paper EOPs will only be sent upon specific request. POL is available **24 hours a day, 7 days a week**.

The eligibility section of POL shows the member’s specific schedule of benefits, including riders (additional benefits beyond basic coverage), and the date such benefits became effective. This section also shows up to date coordination of benefit (COB) information and current out of pocket costs (copays, deductible, etc.) that have been incurred. To view information about an eligible member the provider needs one of the following:

- Member’s first and last name
- Member’s identification number

Provider OnLine can be accessed from upmchealthplan.com/providers. Enter your user ID in the **provider login** box. If you do not have a Provider OnLine account, your practice **OnLine Account Administrator** will help you gain this access.

- **NOTE:** The OnLine Account Administrator (OAA) is the individual within a practice who manages all Provider OnLine security and access.

If you do not have an OAA, complete the first-time user registration at:
upmchealthplan.upmc.com/WebPortals/Requests/SecurityRequest.aspx.

To submit a prior authorization request, log into **Provider Online** at:
upmchealthplan.com/providers. Select the **Auth Entry/Inquiry** option from the main menu and follow the prompts.

If a provider forgot their UPMC Health Plan **Provider OnLine User ID** or needs assistance registering as a first-time user, call the **Help Desk** at **1-800-937-0438**. Contact the provider’s physician account executive or call **Provider Services** at **1-866-918-1595** with any questions.

Providers who need to request authorization to prescribe a medication that may have a quantity limit, require prior authorization, or for non-formulary medications should submit the request online at upmc.promptpa.com or visit upmchealthplan.com to obtain a prior authorization form and submit it by fax to **412-454-7722**.

- See *Obtaining Prior Authorization*, Pharmacy Services, Chapter J.

UPMC Community HealthChoices Home and Community Based Services providers can access **Provider OnLine** to check member eligibility and benefits but claims submission will occur in **HHaEXchange**.

- For more information see *Provider OnLine*, Claims Procedures, Chapter H.

How to Use This Manual

This manual provides physicians, hospitals, long-term service and support providers, and other health care practitioners/providers in the UPMC Health Plan* network with a succinct, easy-to-use guide to UPMC Health Plan’s business and medical management practices. This manual directs users to important information through text “call-outs”.

Samples of the callouts include:

Key Points

Key Points are major highlights about a particular topic. These points are listed in bullet form for easy readability.



Alert

An Alert draws attention to critical information.



Closer Look at (Subject)

A Closer Look provides additional information about a topic, such as an important phone number, address, or useful fact.

This chapter includes a list of key contacts. Throughout this manual there are important phone numbers and addresses, all of which are printed in **bold-face type**.

This manual contains a dual-definition glossary. All terms include a common language definition, and some may include a regulatory definition. Regulatory definitions are required by regulatory and other government agencies and are standard to the insurance industry, including UPMC Health Plan.

➤ See *Glossary and Abbreviations*, Chapter K.

UPMC Health Plan will update this manual and post revisions as needed. The bottom of each page indicates the copyright date and the edition to indicate the timeliness of the information.



Closer Look at UPMC Health Plan*

*The term UPMC Health Plan collectively refers to UPMC Health Plan Inc., UPMC Health Benefits Inc., UPMC Benefit Management Services Inc., UPMC Health Network Inc., UPMC Health Options Inc., UPMC Health Coverage Inc., and UPMC *for You* Inc.

Key Contacts

The following tables include all the important telephone and fax numbers listed in the UPMC Health Plan Provider Manual.

Before calling Provider Services, please have the following information available:

- Provider's tax identification (ID) number (preferred) or UPMC Health Plan provider number
- The member's identification number
- The phone number of the telephone from which the call is made

Table A1 – UPMC Behavioral Health Services (BHS)

Table A2 – UPMC Community HealthChoices (CHC)

Table A3 – UPMC *for Kids* (CHIP)

Table A4 – UPMC *for Life* (Medicare)

Table A5 – UPMC *for You* (Medical Assistance)

Table A6 – UPMC Health Plan (Commercial)

Table A7 – UPMC *for Life* Complete Care (HMO SNP)

Table A8 – Other Program and Government Contacts

UPMC Behavioral Health Services (BHS)

Table A1: UPMC Behavioral Health Services (UPMC BHS) Contacts

Contact	Telephone Number
Fraud and Abuse Hotline Number <i>(For UPMC Health Plan)</i>	1-866-372-8301
UPMC Behavioral Health Services Health Care Concierge team	1-888-251-0083 TTY: 1-877-877-3580
Behavioral Health Case Management Programs	1-888-777-8754
Behavioral Health UPMC <i>for Kids</i> (CHIP)	1-800-650-8762 All UPMC BHS Health Care Concierge lines answer 24 hours a day, seven days a week, 365 days a year. Routine questions are best answered by calling during business hours: Monday through Friday, 8 a.m. to 5 p.m.
Provider Contracting and Credentialing	Community Care Behavioral Health Organization (CCBHO) 339 Sixth Avenue Suite 1300 Pittsburgh, PA 15222 ccbh.com
Provider Fax Line <i>(Authorization Forms Other Clinical Information)</i>	Fax: 1-888-249-5646
Provider Voice Line	1-866-441-4185 24 hours a day, seven days a week, 365 days a year.
UPMC Behavioral Health Services Corporate Offices	UPMC Health Plan U.S. Steel Tower 600 Grant Street Pittsburgh, PA 15219
UPMC Health Plan Claims Department	1-888-876-2756

Table A1: UPMC Behavioral Health Services (BHS) Contacts, (continued)

Contact	Telephone Number
<p>Provider reference materials</p> <p>Behavioral health provider alerts, newsletter articles, and forms</p> <p>The Mental Health Medical Necessity Criteria Set <i>(Utilized by UPMC Health Plan BHS)</i></p> <ul style="list-style-type: none"> • The Mihalik’s Medical Necessity Criteria, Version 8.7.0, Year 2020. • The Chemical Dependency Medical Necessity Criteria Sets <i>(For Adolescents ,Adults, and Children)</i> 	<p>upmchealthplan.com/providers/patient_index.html</p> <p>themihalikgroup.com For password assistance: 1-773-929-1722</p> <p>American Society for Addiction Medicine (ASAM), Year 2013. Publications Distribution Center PO Box 101 Annapolis Junction, MD 20701-0101 1-800-844-8948 asam.org</p>
<p>Additional sources to obtain a copy of the Medical Necessity Criteria.</p> <p>UPMC Behavioral Health Services</p>	<p>1-866-441-4185 Representatives are available 24 hours a day, seven days a week, 365 days a year.</p>

UPMC Community HealthChoices (CHC)

Table A2: UPMC Community HealthChoices Contacts

Contact	Telephone Number
Behavioral Health Services – Managed Care Organizations (BH-MCO) <i>Each HealthChoices consumer is assigned a Behavioral Health Managed Care Organization (BH-MCO) based on his or her county of residence.</i>	
Community Behavioral Health (CBH) 801 Market Street Suite 7000 Philadelphia, PA 19107	<i>Philadelphia</i> (See CBH’s website for a listing of member and provider phone numbers.) https://cbhphilly.org/
Community Care Behavioral Health Organization (CCBHO) 339 Sixth Avenue Suite 1300 Pittsburgh, PA 15222	<i>Adams, Allegheny, Bedford, Berks, Blair, Bradford, Cameron, Carbon, Centre, Chester, Clarion, Clearfield, Clinton, Columbia, Elk, Erie, Forest, Huntingdon, Jefferson, Juniata, Lackawanna, Luzerne, Lycoming, McKean, Mifflin, Montour, Monroe, Northumberland, Pike, Potter, Schuylkill, Snyder, Somerset, Sullivan, Susquehanna, Tioga, Union, Warren, Wayne, Wyoming and York counties.</i> (See CCBH’s website for a listing of member and provider phone numbers.) ccbh.com
Magellan Behavioral Health of Pennsylvania (MBH) One Bethlehem Plaza 17 West Broad St. Suite 210 Bethlehem, PA 18018	<i>Bucks, Cambria, Delaware, Lehigh, Montgomery and Northampton counties</i> (See Magellan’s website for a listing of member and provider phone numbers.) magellanoftpa.com
PerformCare 8040 Carlson Road Harrisburg, PA 17112	<i>Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, and Perry counties</i> (See PerformCare’s website for a listing of member and provider phone numbers.) pa.performcare.org
Value Behavioral Health of Pennsylvania (VBH) 520 Pleasant Valley Road Trafford, PA 15085	<i>Armstrong, Beaver, Butler, Crawford, Fayette, Greene, Indiana, Lawrence, Mercer, Venango, Washington, and Westmoreland counties</i> (See VBH’s website for a listing of member and provider phone numbers.) vbh-pa.com

Table A2: UPMC Community HealthChoices Contacts (continued)

Contact	Phone Number
Community HealthChoices Hotline PA Enrollment Support	1-844-824-3655 TTY: 1-833-254-0690
Dental – Avesis Provider Services Member Services	1-888-209-1243 Fax: 1-866-653-5544 (Secure) 1-833-241-4245 TTY: 711
DHS Adult Protective Services and Older Adult Protective Services	Statewide Hotline: 1-800-490-8505
Disability Rights Pennsylvania	412-391-5225 (Pittsburgh Office) 215-238-8070 (Philadelphia Office) 717-236-8110 (Harrisburg Office)
Medical Assistance Transportation Program <i>(Provides transportation to medical appointments)</i>	The member’s county of residence arranges the transportation. (See MATP website for phone number of the local MATP provider.) http://matp.pa.gov/CountyContact.aspx
Office of Medical Assistance (OMAP) MA Provider Compliance Hotline	1-866-379-8477 Fax: 717-772-4655 TTY: 1-866-379-8477
Pennsylvania Department of Human Services (DHS) General Information Provider Hotline Electronic Verification System	1-800-537-8862 1-833-735-4417 1-800-766-5387
Pharmacy Services	1-800-396-4139 Fax: 412-454-7722

Table A2: UPMC Community HealthChoices Contacts (continued)

Contact	Telephone Number
Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes; to be used by all provider types)</i>	Fax: 412-454-8225 upmchealthplan.com/providers/change.html
Provider Services	1-844-860-9303 Hours: Monday through Friday, 8 a.m. to 5 p.m.
Renal Care ESRD Care Managers	1-866-778-6073
Transportation Services UPMC Medical Transportation	1-877-521-RIDE (7433)
UPMC Community HealthChoices Fraud, Waste and Abuse	1-844-881-4143
UPMC Community HealthChoices Health Care Concierge Team	1-844-833-0523 TTY: 711
UPMC Community HealthChoices Service Coordination Department	Southwest PA: 1-844-860-9302 or 1-844-881-4149 Southeast PA: 1-833-672-8078 Remainder of PA: 1-833-280-8508 Hours: Monday through Friday: 8 a.m. to 5 p.m.
UPMC Community HealthChoices Website	upmchealthplan.com/chc
UPMC Disabilities Resource Center	412-605-1483 TTY: 711 disabilitiesresource@upmc.edu
UPMC Health Plan Web Services <i>(Web support)</i>	1-800-937-0438 HPOne@upmc.edu
UPMC Health Plan Website	upmchealthplan.com
Utilization Management <i>(Includes prior authorization and concurrent review)</i>	1-800-425-7800 Hours: Monday through Friday, 8 a.m. to 4:30 p.m.
Vision – Envolve Member Services Provider Services	1-866-838-7612 1-866-838-7612 TTY: 711



Closer Look at Community HealthChoices

Community HealthChoices is Pennsylvania’s mandatory managed care program for individuals who are eligible for both Medical Assistance and Medicare (dual eligible), older adults, and individuals with physical disabilities – serving more people in communities while giving them the opportunity to work, spend more time with their families and experience an overall better quality of life.

The CHC population consists of two groups:

- **Dual Eligible Participants:**
 - Individuals enrolled in both Medicare and Medical Assistance.

- **Participants needing LTSS Services:**
 - Individuals who qualify for Medical Assistance long-term services and supports (LTSS) due to a need for the level of care provided by a nursing facility.
 - Participants receive LTSS at home through a waiver program or reside in a nursing facility.
 - They may also be enrolled in both Medicare and Medical Assistance.

Participants have access to medical care and other appropriate physical health services, whether the services are delivered on an inpatient or outpatient basis, through a Community HealthChoices Managed Care Organization (CHC-MCO). Participants evaluated to need nursing facility level of care also have access to Long-Term Services and Supports (LTSS).

Participants receive mental health and/or drug and alcohol services through Behavioral Health Managed Care Organizations. This component is overseen by the Department of Human Services’ Office of Mental Health and Substance Abuse Services. CHC-MCOs assist participants to access these services.



Clouser Look at Community HealthChoices

UPMC Community HealthChoices is one of the Managed Care Organizations offered to recipients in the following zones

<p>Southwest Zone Effective 1/1/18</p>	<p>Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Somerset, Washington, and Westmoreland counties</p>
<p>Southeast Zone Effective 1/1/19</p>	<p>Bucks, Chester, Delaware, Montgomery and Philadelphia counties</p>
<p>Remainder of Pennsylvania Effective 1/1/20</p>	<p>Adams, Berks, Bradford, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry, York, Cameron, Carbon, Centre, Clarion, Clearfield, Crawford, Columbia, Crawford, Elk, Erie, Forest, Jefferson, Juniata, Lackawanna, Luzerne, Lycoming, McKean, Mercer, Mifflin, Monroe, Montour, Northumberland, Pike, Potter, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Venango, Wayne, Wyoming and Warren counties</p>

UPMC for Kids (CHIP)

Table A3: UPMC for Kids (CHIP) Contacts

Contact	Telephone Number
Behavioral Health Services UPMC Behavioral Health Services (BHS) Provider Services	1-866-441-4185
UPMC Behavioral Health Services Concierge team	1-800-650-8762 TTY: 711
Dental – Avesis Provider Services Member Services	1-888-209-1243 Fax: 1-866-653-5544 (Secure) 1-888-257-0350 TTY:711
Fraud and Abuse Hotline <i>(For UPMC Health Plan)</i>	1-866-372-8301 TTY: 711
Health Management & Case Management <i>(Specialized programs to improve the health of members)</i>	1-866-778-6073 Fax: 412-454-7552
Laboratory Services Associated Clinical Laboratories <i>(Northern Pennsylvania)</i> Quest Diagnostics, Inc. <i>(Southern Pennsylvania)</i>	1-800-937-8028 1-800-920-9220
Maternity Program UPMC Health Plan maternity program	1-866-463-1462 Fax: 412-454-8558

Table A3: UPMC for Kids (CHIP) Contacts (continued)

Contact	Telephone Number
Pharmacy Services	1-800-979-8762 Fax: 412-454-7722
Express Scripts <i>(Mail-order)</i>	1-877-787-6279 Fax: 1-800-636-9494 TTY: 1-800-899-2114
Accredo Pharmacy <i>(Mail-order – for specialty medications only)</i>	1-888-853-5525
Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes.)</i>	Fax: 412-454-8225 upmchealthplan.com/providers/change.html
Provider Services	1-800-650-8762 1-866-918-1595 Hours: Monday through Friday, 8 a.m. to 5 p.m.
UPMC for Kids Health Care Concierge team	1-800-650-8762 TTY: 711
UPMC Health Plan Web Services <i>(Web support)</i>	1-800-937-0438 HPOnline@upmc.edu
UPMC Health Plan Website	upmchealthplan.com
UPMC Medical Transport	1-877-521-RIDE (7433)
Utilization Management <i>(Includes prior authorization and concurrent review.)</i>	1-800-425-7800 Hours: Monday through Friday, 8 a.m. to 4:30 p.m.
Vision – Envolve Member Services Provider Services	 1-866-921-7965 1-866-921-7965 TTY: 711

UPMC for Life (Medicare)

Table A4: UPMC for Life (Medicare) Contacts

Contact	Telephone Number
Assist America	1-800-872-1414 (within U.S.) 1-301-656-4152 (outside U.S.) 1-609-986-1234 (within U.S.)
Behavioral Health Services UPMC Behavioral Health Services (BHS) Provider Services Health Care Concierge Team	1-866-441-4185 1-888-251-0083 TTY: 1-877-877-3580
Case Management	1-866-778-6073 Fax: 412-454-7552
Dental – Avesis <i>(Select employee group plans ONLY)</i> Provider Services Member Services	1-888-209-1243 Fax: 1-866-653-5544 (Secure) 1-888-257-0066 TTY: 1-800-201-7165
Fraud and Abuse Hotline <i>(For UPMC Health Plan)</i>	1-866-372-8301 TTY: 711
Health Management & Case Management <i>(Specialized programs to improve the health of members.)</i>	1-866-778-6073 Fax: 412-454-7551
Maternity Program UPMC Health Plan Care Management	1-866-778-6073 Fax: 412-454-8558
Medicare Hotline <i>(General services)</i>	1-800-MEDICARE (633-4227)

Table A4: UPMC for Life (Medicare) Contacts (continued)

Contact	Telephone Number
Pharmacy Services	1-800-979-8762 Fax: 412-454-7722
Express Scripts <i>(Mail order)</i>	1-877-787-6279 Fax: 1-800-636-9494 TTY: 1-800-899-2114
Accredo Pharmacy <i>(Mail order – for specialty medications only.)</i>	1-866-848-9870 Fax: 1-888-773-7386 TTY: 1-800-955-8770
Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes.)</i>	Fax: 412-454-8225 upmchealthplan.com/providers/change.html
Provider Services	1-877-539-3080 1-866-918-1595 Hours: Monday through Friday, 8 a.m. to 5 p.m.
Renal Care ESRD Care Managers	1-866-778-6073
UPMC for Life Healthcare Concierge Team	1-877-539-3080 TTY: 711
UPMC Health Plan Web Services <i>(Web support)</i>	1-800-937-0438 HPOnline@upmc.edu
UPMC Health Plan Website	upmchealthplan.com
UPMC Medical Transport	1-877-521-RIDE (7433)
Utilization Management <i>(Includes prior authorization and concurrent review.)</i>	1-800-425-7800 Hours: Monday through Friday, 8 a.m. to 4:30 p.m.
Vision – UPMC Vision Care	
Member Services Provider Services	1-877-539-3080 1-877-262-7870 TTY: 711

UPMC for You (Medical Assistance)

Table A5: UPMC for You (Medical Assistance) Contacts

Contact	Telephone Number
Behavioral Health Services – Managed Care Organizations (BH-MCO) <i>Each HealthChoices consumer is assigned a Behavioral Health Managed Care Organization (BH-MCO) based on his or her county of residence.</i>	
Community Behavioral Health (CBH) 801 Market Street Philadelphia, PA 19107	<i>Philadelphia county</i> See CBH’s website for a listing of member and provider phone numbers: https://cbhphilly.org/
Community Care Behavioral Health Organization (CCBHO) 339 Sixth Avenue Suite 1300 Pittsburgh, PA 15222	<i>Adams, Allegheny, Bedford, Berks, Blair, Bradford, Cameron, Carbon, Centre, Chester, Clarion, Clearfield, Clinton, Columbia, Elk, Erie, Forest, Huntingdon, Jefferson, Juniata, Lackawanna, Luzerne, Lycoming, McKean, Mifflin, Monroe, Montour, Northumberland, Pike, Potter, Schuylkill, Snyder, Somerset, Sullivan, Susquehanna, Tioga, Union, Warren, Wayne, Wyoming, and York counties</i> See CCBH’s website for a listing of member and provider phone numbers: cbh.com
Magellan Behavioral Health of Pennsylvania (MBH) One Bethlehem Plaza 17 West Broad St. Suite 210 Bethlehem, PA 18018	<i>Bucks, Cambria, Delaware, Lehigh, Montgomery, and Northampton counties</i> See Magellan’s website for a listing of member and provider phone numbers: magellanofpa.com
PerformCare 8040 Carlson Road Harrisburg, PA 17112	<i>Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, and Perry counties</i> See PerformCare’s website for a listing of member and provider phone numbers: pa.performcare.org
Value Behavioral Health of Pennsylvania (VBH) 520 Pleasant Valley Road Trafford, PA 15085	<i>Armstrong, Beaver, Butler, Crawford, Fayette, Greene, Indiana, Lawrence, Mercer, Venango, Washington, and Westmoreland counties.</i> See VBH’s website for a listing of member and provider phone numbers: vbh-pa.com

Table A5: UPMC for You (Medical Assistance) Contacts (continued)

Contact	Telephone Number
CONNECT <i>(Early intervention referral service for children from birth to 5 years)</i>	1-800-692-7288 Statewide Information and Referral helpline connectpa.com
Dental – Avesis Provider Services Member Services	1-888-209-1243 Fax: 1-855-257-1810 1-888-257-0474 TTY: 1-800-201-7165
Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)	1-866-918-1595
Fraud and Abuse Hotline <i>(For UPMC Health Plan)</i>	1-866-372-8301 TTY: 711
HealthChoices Hotline PA Enrollment Support	1-800-440-3989 TTY: 1-800-618-4225
Health Management Programs & Case Management <i>(Specialized programs to improve the health of members)</i>	1-866-778-6073 Fax: 412-454-7552
Maternity Program UPMC Health Plan Maternity program	1-866-463-1462 Fax: 412-454-8558
Medical Assistance Transportation Program (MATP) <i>(Provides transportation to medical appointments.)</i>	The member’s county of residence arranges the transportation. See MATP’s website for the phone numbers of local MATP providers: http://matp.pa.gov/CountyContact.aspx
Office of Medical Assistance (OMAP) MA Provider Compliance Hotline	1-866-379-8477 Fax: 717-772-4655 TTY: 1-866-379-8477

Table A5: UPMC for You (Medical Assistance) Contacts (continued)

Contact	Telephone Number
Pennsylvania Department of Human Services (DHS) General Information Provider Hotline Electronic Verification System	 1-800-537-8862 1-800-537-8862 1-800-766-5387
Pharmacy Services	1-800-396-4139 Fax: 412-454-7722
Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes.)</i>	<p>upmchealthplan.com/providers/change.html</p> <p>Note: <i>If you are not able to complete the online form or if you do not receive confirmation that the submission has been successful, please complete and fax the applicable form listed on the website to UPMC Health Plan at 412-454-8225. If you have any questions or difficulties, please contact your physician account executive (PAE) directly.</i></p>
Provider Services	1-866-918-1595 Hours: Monday through Friday, 8 a.m. to 5 p.m.
Renal Care ESRD Care Managers	1-866-778-6073
Special Needs Unit	1-866-463-1462 Hours: Monday through Friday, 7 a.m. to 8 p.m. Saturday, 8 a.m. to 3 p.m.

Table A5: UPMC for You (Medical Assistance) Contacts (continued)

Contact	Telephone Number
Transportation Services UPMC Medical Transportation	1-877-521-RIDE (7433)
UPMC <i>for You</i> Health Care Concierge Team	1-800-286-4242 TTY: 711 Hours: 7 a.m. to 7 p.m. - Monday, Tuesday, Thursday, Friday 7 a.m. to 8 p.m. - Wednesday 8 a.m. to 3 p.m. - Saturday
UPMC Health Plan Web Services (<i>Web support</i>)	1-800-937-0438 HPOnline@upmc.edu
UPMC Health Plan Website	upmchealthplan.com
Utilization Management (<i>Includes prior authorization and concurrent review.</i>)	1-800-425-7800 Hours: Monday through Friday, 8 a.m. to 4:30 p.m.
Vaccines for Children (VFC)	1-888-646-6864 (to enroll)
Vision – Envolve Member Services Provider Services	1-866-458-2138 1-866-458-2138 TTY: 711



Closer Look at Health Choices

The HealthChoices Program is the name of Pennsylvania's mandatory managed care programs for Medical Assistance recipients.

The recipients have access to medical care and other appropriate physical health services, whether the services are delivered on an inpatient or outpatient basis, through a Physical Health Managed Care Organization. The Department of Human Services' Office of Medical Assistance Programs oversees the Physical Health component of the HealthChoices Program.

Recipients receive behavioral health and/or drug and alcohol services through Behavioral Health Managed Care Organizations. This component is overseen by the Department of Human Services' Office of Mental Health and Substance Abuse Services.

UPMC *for You* is one of the Physical Health Managed Care Organizations offered to recipients in the following zones:

Lehigh Capital Zone	Adams, Berks, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry, and York counties
Northwest Zone	Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango, and Warren counties
Southwest Zone	Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Somerset, Washington, and Westmoreland counties

UPMC Health Plan (Commercial)

Table A6: UPMC Health Plan (Commercial) Contacts

Contact	Telephone Number
Assist America	1-800-872-1414 (within U.S.) 1-301-656-4152 (outside U.S.) 1-609-986-1234 (inside U.S.)
Behavioral Health Services UPMC Behavioral Health Services (BHS) Provider Services Health Care Concierge Team	 1-866-441-4185 1-888-251-0083
Fraud and Abuse Hotline <i>(For UPMC Health Plan)</i>	1-866-372-8301 TTY: 711
Health Management & Case Management <i>(Specialized programs to improve the health of members.)</i>	1-866-778-6073 Fax: 412-454-7552
Laboratory Services Associated Clinical Laboratories <i>(Northern Pennsylvania)</i> Quest Diagnostics, Inc. <i>(Southern Pennsylvania)</i>	 1-800-937-8028 1-800-920-9220
Maternity Program UPMC Health Plan Maternity Program	 1-866-778-6073 Fax: 412-454-8558
Pharmacy Services Express Scripts <i>(Mail-order)</i> Accredo <i>(Mail-order for specialty medications only)</i>	 1-800-979-8762 Fax: 412-454-7722 1-877-787-6279 Fax: 1-800-636-9494 TTY: 1-800-899-2114 1-888-853-5525

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Table A6: UPMC Health Plan (Commercial) Contacts (continued)

Contact	Telephone Number
Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes)</i>	Fax: 412-454-8225 upmchealthplan.com/providers/change.html
Provider Services	1-866-918-1595 Hours: Monday through Friday from 8 a.m. to 5 p.m.
Renal Care ESRD Care Managers	1-866-778-6073
UPMC Advantage Health Care Concierge Team	1-866-353-3598
UPMC Health Plan (Commercial) Health Care Concierge Team	1-888-876-2756 TTY: 711
UPMC Health Plan Web Services <i>(Web support)</i>	1-800-937-0438 HPOnline@upmc.edu
UPMC Health Plan Website	upmchealthplan.com
UPMC Medical Transport	1-877-521-RIDE (7433)
Utilization Management <i>(Includes prior authorization and concurrent review)</i>	1-800-425-7800 Hours: Monday through Friday, 8 a.m. to 4:30 p.m.
Vision: UPMC Vision Care Member Services Provider Services UPMC Vision Advantage Member Services Provider Services	 1-844-252-0687 1-877-262-7870 1-888-499-6914 1-877-648-9621

UPMC for Life Complete Care (HMO SNP)

Table A7: UPMC for Life Complete Care (HMO SNP)

Contact	Telephone Number
Assist America	1-800-872-1414 (within U.S.) 1-301-656-4152 (outside U.S.) 1-609-986-1234 (within U.S.)
Behavioral Health Services UPMC Behavioral Health Services (BHS) - Provider Service	1-866-441-4185 TTY: 1-877-877-3580
Dental - Avesis Provider Services Member Services	1-888-729-7951 1-866-918-1595 1-800-606-8648 TTY: 1-866-407-8762
Fraud and Abuse Hotline (For UPMC Health Plan)	1-866-372-8301 TTY: 711
Health Management & Case Management (Specialized programs to improve the health of members)	1-866-778-6073 Fax: 412-454-7552
Maternity Program UPMC Health Plan Maternity Program	1-866-463-1462 Fax: 412-454-8558
Pharmacy Services Express Scripts (Mail order)	1-800-396-4139 Fax: 412-454-7722 1-888-289-1405 Fax: 1-800-636-9494 TTY: 1-800-899-2114

Accredo Pharmacy <i>(Mail order – for specialty medications only)</i>	1-888-853-5525
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Table A7: UPMC for Life Complete Care (HMO SNP)

Contact	Telephone Number
Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes.)</i>	Fax: 412-454-8225 upmchealthplan.com/providers/change.html
Provider Services	1-800-606-8648 1-866-918-1595 Hours: Monday through Friday, 8 a.m. to 5 p.m.
UPMC Health Plan Web Services <i>(Web support)</i>	1-800-937-0438 HPOnline@upmc.edu
UPMC Health Plan Website	upmchealthplan.com/snp
UPMC Medical Transport	1-877-521-RIDE (7433)
UPMC for Life Complete Care Health Care Concierge team	1-800-606-8648 TTY: 1-866-407-8762
Utilization Management <i>(Includes prior authorization and concurrent review)</i>	1-800-425-7800 Hours: Monday through Friday, 8 a.m. to 4:30 p.m.
Vision – UPMC Vision Care Member Services Provider Services	 1-800-606-8648 1-877-262-7870 TTY: 1-866-407-8762

Other Program and Government

Table A8: Other Program and Government Contacts

Contact	Telephone Number
Office of the Inspector General - National Fraud Hotline	1-800-HHS-TIPS (447-8477)
Pennsylvania Department of Health - Bureau of Managed Care	1-888-466-2787
Pennsylvania Insurance Department - Bureau of Consumer Affairs	1-877-881-6388
Pennsylvania Medical Society - Division of Communication and Public Affairs	1-800-228-7823

