

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)	1-866-918-1595
UPMC <i>for Life</i> (Medicare)	1-866-918-1595
UPMC <i>for Life</i> Complete Care (HMO D-SNP)	1-866-918-1595
UPMC <i>for You</i> (Medical Assistance)	1-866-918-1595
UPMC Health Plan (Commercial)	1-866-918-1595

➤ **Note:** Other help, including provider network directories, is 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 *Provider 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. These include 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 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 logging into Provider OnLine and navigating to the office management module

- **Note:** Only an **online account administrator (OAA)** can perform this function.

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 that 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 (SOB), 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 the provider’s user ID in the **provider login** box. If the provider **does not** have a Provider OnLine account, the practice’s **OAA** will help the provider gain this access.

➤ **Note:** An OAA is the individual within a practice who manages all Provider OnLine security and access.

If the provider **does 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, they can 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 is a nonformulary 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*, UPMC Health Plan Provider Manual, Chapter J, Pharmacy Services.

UPMC Community HealthChoices Home and Community Based Services providers can access **Provider OnLine** to check Member eligibility and benefits but claim submissions will occur in **HHAeXchange**.

➤ **See:** *Provider OnLine*, UPMC Health Plan Provider Manual, Chapter H, Claims Procedures for additional information.

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 “callouts.”

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*, UPMC Health Plan Provider Manual, 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.

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 Number	Product
Table A1	UPMC Behavioral Health Services (BHS)
Table A2	UPMC Community HealthChoices (CHC)
Table A3	UPMC <i>for Kids</i> (CHIP)
Table A4	UPMC <i>for Life</i> (Medicare)
Table A5	UPMC <i>for You</i> (Medical Assistance)
Table A6	UPMC Health Plan (Commercial)
Table A7	UPMC <i>for Life</i> Complete Care (HMO D-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
*988 Suicide & Crisis Lifeline	Dialing or text: 988 Chat: 988lifeline.org 1-800-273-8255 1-800-273-TALK Additional information at 988lifeline.org
*Veteran Crisis Line	Dialing: 988, press 1 Text:: 838255 Chat: veteranCrisisLine.net/Chat 1-800-273-8255, press 1 1-800-273-TALK, press 1 Additional information found at 988lifeline.org
Fraud and Abuse Hotline Number	1-866-372-8301 <i>(For UPMC Health Plan)</i>
Provider Contracting and Credentialing	Community Care Behavioral Health Organization (CCBHO) 339 Sixth Ave. Suite 1300 Pittsburgh, PA 15222 ccbh.com
Provider Fax Line	Fax: 1-888-249-5646 <i>(Authorization Forms, Other Clinical Information)</i>

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> <p>The InterQual Behavioral Health and Substance Abuse Disorder Criteria</p>	<p>upmchealthplan.com/providers/patient_index.html</p> <p>Change Healthcare 100 Airpark Center Drive East Nashville, TN 37217 1-866-371-9066</p>
<p>Provider Voice Line</p>	<p>1-866-441-4185 24 hours a day, seven days a week, 365 days a year.</p>
<p>UPMC Behavioral Health Services Corporate Offices</p>	<p>UPMC Health Plan U.S. Steel Tower 600 Grant Street Pittsburgh, PA 15219</p>
<p>UPMC Behavioral Health Services Health Care Concierge team</p> <p>Behavioral Health Case Management Programs</p> <p>Behavioral Health UPMC for Kids (CHIP)</p>	<p>1-888-251-0083 TTY: 1-877-877-3580</p> <p>1-888-777-8754</p> <p>1-800-650-8762</p> <p>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.</p>
<p>UPMC Health Plan Claims Department</p>	<p>1-888-876-2756</p>
<p>UPMC Behavioral Health Services additional sources.</p>	<p>To obtain a copy of the Medical Necessity Criteria 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
<p>Behavioral Health Services – Managed Care Organizations (BH-MCO) <i>Each HealthChoices consumer is assigned a Behavioral Health Managed Care Organization (BH-MCO) based on their county of residence.</i></p>	
<p>Carelon Health of Pennsylvania (CHP) PO Box 1840 Cranberry Township, PA 16066-1840</p>	<p><i>Armstrong, Beaver, Butler, Crawford, Fayette, Indiana, Lawrence, Mercer, Venango, Washington, and Westmoreland counties</i></p> <p>➤ See: <i>Carelon Health of Pennsylvania’s website at pa.carelon.com for a listing of Member and provider phone numbers.</i></p>
<p>Community Behavioral Health (CBH) 801 Market St. Suite 7000 Philadelphia, PA 19107</p>	<p><i>Philadelphia</i></p> <p>➤ See: <i>CBH’s website at cbhphilly.org/ for a listing of member and provider phone numbers.</i></p>
<p>Community Care Behavioral Health Organization (CCBHO) 339 Sixth Ave. Suite 1300 Pittsburgh, PA 15222</p>	<p><i>Adams, Allegheny, Bedford, Berks, Blair, Bradford, Cameron, Carbon, Centre, Chester, Clarion, Clearfield, Clinton, Delaware, Columbia, Elk, Erie, Forest, Greene, 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></p> <p>➤ See: <i>CCBHO’s website at ccbh.com for a listing of member and provider phone numbers.</i></p>
<p>Magellan Behavioral Health of Pennsylvania (MBH) One Bethlehem Plaza 17 West Broad St. Suite 210 Bethlehem, PA 18018</p>	<p><i>Bucks, Cambria, Lehigh, Montgomery, and Northampton counties</i></p> <p>➤ See: <i>Magellan’s website at magellanofpa.com for a listing of member and provider phone numbers.</i></p>
<p>PerformCare 8040 Carlson Road Harrisburg, PA 17112</p>	<p><i>Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, and Perry counties</i></p> <p>➤ See: <i>PerformCare’s website at pa.performcare.org for a listing of member and provider phone numbers.</i></p>

Table A2: UPMC Community HealthChoices Contacts (continued)

Contact	Phone Number
<p>*988 Suicide & Crisis Lifeline</p>	<p>Dialing or text: 988 Chat: 988lifeline.org</p> <p>1-800-273-8255 1-800-273- TALK</p> <p>Additional information at 988lifeline.org</p>
<p>*Veteran Crisis Line</p>	<p>Dialing code: 988, press 1 Text: 838255 Chat: veteranCrisisLine.net/Chat</p> <p>1-800-273-8255, press 1 1-800-273-TALK, press 1</p> <p>Additional information at 988lifeline.org</p>
<p>Care Management</p>	<p>1-866-778-6073</p>
<p>Community HealthChoices Independent Enrollment Broker (IEB)</p>	<p>1-844-824-3655 TTY: 711</p>
<p>Dental – SKYGEN USA</p> <p>Provider Call Center</p> <p>UPMC Community HealthChoices Dental <i>Advantage</i> Health Care Concierge team</p>	<p>skygenusa.com</p> <p>1-855-806-5193 providerservices@skygenusa.com</p> <p>1-844-833-0523 TTY: 711</p>
<p>DHS Adult Protective Services and Older Adult Protective Services</p>	<p>Statewide Hotline: 1-800-490-8505</p>
<p>Disability Rights Pennsylvania</p>	<p>412-391-5225 (Pittsburgh Office) 215-238-8070 (Philadelphia Office) 717-236-8110 (Harrisburg Office)</p>

Table A2: UPMC Community HealthChoices Contacts (continued)

Contact	Telephone Number
<p>Medical Assistance Transportation Program <i>(Provides transportation to medical appointments)</i></p>	<p>The member’s county of residence arranges the transportation.</p> <p>➤ See: MATP website at matp.pa.gov/CountyContact.aspx for the phone number of the local MATP provider.</p>
<p>Office of Medical Assistance (OMAP) MA Provider Compliance Hotline</p>	<p>1-866-379-8477 Fax: 717-772-4655 TTY: 1-866-379-8477</p>
<p>Pennsylvania Department of Human Services (DHS)</p> <p>Provider Hotline Electronic Verification System</p>	<p>1-800-932-0939 1-800-766-5387 (Eligibility)</p>
<p>Pharmacy Services</p>	<p>1-800-979-8762 Fax: 412-454-7722</p>
<p>Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes; to be used by all provider types)</i></p>	<p>upmchealthplan.com/providers/change.html</p>
<p>Provider Services</p>	<p>1-844-860-9303 Hours: Monday through Friday, 8 a.m. to 5 p.m.</p>
<p>Transportation Services UPMC Medical Transportation</p>	<p>1-877-521-RIDE (7433)</p>
<p>UPMC Community HealthChoices Fraud, Waste and Abuse</p>	<p>1-844-881-4143</p>
<p>UPMC Community HealthChoices Health Care Concierge team</p>	<p>1-844-833-0523 TTY: 711</p>
<p>UPMC Community HealthChoices Service Coordination Department</p>	<p>1-833-280-8508 TTY: 711 Hours: Monday through Friday: 8 a.m. to 5 p.m.</p>

Table A2: UPMC Community HealthChoices Contacts (continued)

Contact	Telephone Number
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 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.
Vision – Envolve Provider Services Member Services	1-866-838-7612 1-866-838-7612 TTY: 711

UPMC for Kids (CHIP)

Table A3: UPMC for Kids (CHIP) Contacts

Contact	Telephone Number
<p>Behavioral Health Services UPMC Behavioral Health Services (BHS)</p> <p>Provider Services</p> <p>UPMC Behavioral Health Services Concierge team</p> <p>*988 Suicide & Crisis Lifeline</p>	<p>1-866-441-4185</p> <p>1-800-650-8762 TTY: 711</p> <p>Dialing or text: 988 Chat: 988lifeline.org</p> <p>1-800-273-8255 1-800-273- TALK</p> <p>Additional information at 988lifeline.org</p>
<p>Dental – SKYGEN USA</p> <p>Provider Call Center</p> <p>UPMC <i>for Kids</i> Dental <i>Advantage</i> Health Care Concierge team</p>	<p>skygenusa.com</p> <p>providerservices@skygenusa.com 1-855-806-5193</p> <p>1-800-650-8762 TTY:711</p>
<p>Fraud and Abuse Hotline <i>(For UPMC Health Plan)</i></p>	<p>1-866-372-8301 TTY: 711</p>
<p>Health Management & Case Management <i>(Specialized programs to improve the health of members)</i></p>	<p>1-866-778-6073 Fax: 412-454-7552</p>
<p>Laboratory Services</p> <p>Associated Clinical Laboratories <i>(Northern Pennsylvania)</i></p> <p>Quest Diagnostics, Inc. <i>(Southern Pennsylvania)</i></p>	<p>1-800-937-8028</p> <p>1-800-920-9220</p>

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

Contact	Telephone Number
Maternity Program UPMC Health Plan Baby Steps Maternity Care Management Program	1-866-463-1462 Fax: 412-454-8558
Pharmacy Services Accredo Pharmacy <i>(Mail order – for specialty medications only)</i>	1-800-979-8762 Fax: 412-454-7722 1-866-759-1557
Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes.)</i>	upmchealthplan.com/providers/change.html
Provider Services	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 Provider Services Member 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
*988 Suicide & Crisis Lifeline	Dialing or text: 988 Chat: 988lifeline.org 1-800-273-8255 1-800-273-TALK Additional information at 988lifeline.org
*Veteran Crisis Line	Dialing code: 988, press 1 Text: 838255 Chat: veteranCrisisLine.net/Chat 1-800-273-8255, press 1 1-800-273-TALK, press 1 Additional information at 988lifeline.org
Case Management	1-866-778-6073 Fax: 412-454-7552
Dental – SKYGEN USA <i>(Select employee group plans ONLY)</i> Provider Call Center UPMC for Life Dental Advantage Health Care Concierge team	skygenusa.com 1-855-806-5193 providerservices@skygenusa.com 1-855-306-8277 TTY: 711
Fraud and Abuse Hotline <i>(For UPMC Health Plan)</i>	1-866-372-8301 TTY: 711

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

Contact	Telephone Number
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 Baby Steps Maternity Care Management Program	1-866-778-6073 Fax: 412-454-8558
Medicare Hotline <i>(General services)</i>	1-800-MEDICARE 1-800-633-4227
Pharmacy Services Express Scripts <i>(Mail order)</i> Accredo Pharmacy <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 1-866-759-1557 Fax: 1-888-773-7386 TTY: 1-800-955-8770
Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes)</i>	upmchealthplan.com/providers/change.html
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
UPMC <i>for Life</i> Healthcare Concierge team	1-877-539-3080 TTY: 711

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

Contact	Telephone Number
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 1-877-521-7433
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 Provider services Member Services	1-877-262-7870 1-877-539-3080 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>	
Carelon Health of Pennsylvania PO Box 1840 Cranberry Township, PA 16066-1840	<i>Armstrong, Beaver, Butler, Crawford, Fayette, Indiana, Lawrence, Mercer, Venango, Washington, and Westmoreland counties.</i> ➤ See: Carelon Health of Pennsylvania’s website at pa.carelon.com for a listing of member and provider phone numbers.
Community Behavioral Health (CBH) 801 Market St. Philadelphia, PA 19107	<i>Philadelphia county</i> ➤ See: CBH’s website at cbhphilly.org/ for a listing of member and provider phone numbers.
Community Care Behavioral Health Organization (CCBHO) 339 Sixth Ave. Suite 1300 Pittsburgh, PA 15222	<i>Adams, Allegheny, Bedford, Berks, Blair, Bradford, Cameron, Carbon, Centre, Chester, Clarion, Clearfield, Clinton, Columbia, Delaware, Elk, Erie, Forest, Greene, 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: CCBHO’s website at ccbh.com for a listing of member and provider phone numbers.
Magellan Behavioral Health of Pennsylvania (MBH) One Bethlehem Plaza 17 West Broad St. Suite 210 Bethlehem, PA 18018	<i>Bucks, Cambria, Lehigh, Montgomery, and Northampton counties</i> ➤ See: Magellan’s website at magellanofpa.com for a listing of member and provider phone numbers.
PerformCare 8040 Carlson Road Harrisburg, PA 17112	<i>Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, and Perry counties</i> ➤ See: PerformCare’s website at pa.performcare.org for a listing of member and provider phone numbers.

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

Contact	Telephone Number
<p>*988 Suicide & Crisis Lifeline</p>	<p>Dialing or text: 988 Chat: 988lifeline.org</p> <p>1-800-273-8255 1-800-273- TALK</p> <p>Additional information found at 988lifeline.org</p>
<p>*Veteran Crisis Line</p>	<p>Dialing code: 988, press 1 Text:: 838255 Chat: veteranCrisisLine.net/Chat</p> <p>1-800-273-8255, press 1 1-800-273- TALK, press 1</p> <p>Additional information found at 988lifeline.org</p>
<p>Care Management</p>	<p>1-866-778-6073 TTY:711</p>
<p>CONNECT <i>(Early intervention referral service for children from birth to 5 years old)</i></p>	<p>1-800-692-7288 Statewide Information and Referral helpline papromiseforchildren.com</p>
<p>Dental – SKYGEN USA</p> <p>Provider Call Center</p> <p>UPMC for You Dental Advantage Health Care Concierge team</p>	<p>skygenusa.com</p> <p>1-855-806-5193 providerservices@skygenusa.com</p> <p>1-888-257-2474 TTY: 711</p>
<p>Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)</p>	<p>1-866-918-1595</p>
<p>Enhanced Member Supports Unit (EMSU)</p>	<p>1-866-463-1462 TTY:711</p> <p>Hours: Monday through Friday, 8 a.m. to 6 p.m.</p>
<p>Fraud and Abuse Hotline <i>(For UPMC Health Plan)</i></p>	<p>1-866-372-8301 TTY: 711</p>
<p>HealthChoices Hotline PA Enrollment Support</p>	<p>1-800-440-3989 TTY: 1-800-618-4225</p>

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

Contact	Telephone Number
<p>Health Management Programs & Case Management <i>(Specialized programs to improve the health of members)</i></p>	<p>1-866-778-6073 Fax: 412-454-7552 TTY: 711</p>
<p>Maternity Program UPMC Health Plan Baby Steps Maternity Care Management Program</p>	<p>1-866-463-1462 Fax: 412-454-8558 TTY: 711</p>
<p>Medical Assistance Transportation Program (MATP) <i>(Provides transportation to medical appointments.)</i></p>	<p>The member’s county of residence arranges the transportation.</p> <p>➤ See: MATP’s website at matp.pa.gov/CountyContact.aspx for the phone numbers of local MATP providers.</p>
<p>Office of Medical Assistance (OMAP) MA Provider Compliance Hotline</p>	<p>1-844-347-8477 (1-844-DHA-TIPS) Fax: 717-772-4655 TTY: 1-866-379-8477</p>
<p>Pennsylvania Department of Human Services (DHS) General Information Provider Hotline Electronic Verification System</p>	<p>1-800-537-8862 1-800-537-8862 1-800-766-5387</p>
<p>Pharmacy Services</p>	<p>1-800-979-8762 Fax: 412-454-7722</p>
<p>Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes.)</i></p>	<p>upmchealthplan.com/providers/change.html</p> <p>➤ Note: If the provider is not able to complete the online form or did not receive confirmation that the submission has been successful, the provider should contact their physician account executive (PAE) if they have any questions or difficulties.</p>

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

Contact	Telephone Number
Provider Services	1-866-918-1595 Hours: Monday through Friday, 8 a.m. to 5 p.m.
Reportable Conditions	UPMC Health Plan Medical Director 412-454-7860 office 412-719-9330 cell degregoriorn@upmc.edu, or macopliance@upmc.edu.
Transportation Services UPMC Medical Transportation	1-877-521-RIDE 1-877-521-7433 TTY: 1-800-632-9063
UPMC for You Health Care Concierge team	1-800-286-4242 TTY: 711 Hours: 8 a.m. to 6 p.m. – Monday, Tuesday, Thursday, Friday 8 a.m. to 8 p.m. – Wednesday
UPMC for You Website	medicaid.upmchealthplan.com
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 Provider Services Member Services	1-866-458-2138 1-866-458-2138 TTY:711



Closer Look at HealthChoices

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 (PH-MCO). 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
Northeast Zone	Bradford, Carbon, Centre, Clinton, Columbia, Juniata, Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Montour, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne, and Wyoming counties
Northwest Zone	Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango, and Warren counties
Southeast Zone	Bucks, Chester, Delaware, Montgomery, and Philadelphia counties
Southwest Zone	Allegheny, Armstrong, Beaver, Bedford, Blair, Butler, Cambria, Fayette, Greene, Indiana, Lawrence, Somerset, Washington, and Westmoreland counties

➤ **See: *UPMC Health Plan Provider Manual*, Chapter E, UPMC *for You* (Medical Assistance), for additional information.**

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
*988 Suicide & Crisis Lifeline	Dialing or text: 988 Chat: 988lifeline.org 1-800-273-8255 1-800-273- TALK Additional information found at 988lifeline.org
*Veteran Crisis Line	Dialing code: 988 , press 1 Text: 838255 Chat: veteranCrisisLine.net/Chat 1-800-273-8255 , press 1 1-800-273-TALK , press 1 Additional information found at 988lifeline.org
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 TTY: 711

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

Contact	Telephone Number
<p>Laboratory Services</p> <p>Associated Clinical Laboratories <i>(Northern Pennsylvania)</i></p> <p>Quest Diagnostics, Inc. <i>(Southern Pennsylvania)</i></p>	<p>1-800-937-8028</p> <p>1-800-920-9220</p>
<p>Maternity Program</p> <p>UPMC Health Plan Baby Steps Maternity Care Management Program</p>	<p>1-866-778-6073 Fax: 412-454-8558 TTY: 711</p>
<p>Pharmacy Services</p> <p>Express Scripts <i>(Mail order)</i></p> <p>Accredo <i>(Mail order for specialty medications only)</i></p>	<p>1-800-979-8762 Fax: 412-454-7722</p> <p>1-877-787-6279 Fax: 1-800-636-9494 TTY: 1-800-899-2114</p> <p>1-866-759-1557</p>
<p>Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes)</i></p>	<p>upmchealthplan.com/providers/change.html</p>
<p>Provider Services</p>	<p>1-866-918-1595 Hours: Monday through Friday from 8 a.m. to 5 p.m.</p>
<p>Renal Care ESRD Care Managers</p>	<p>1-866-778-6073</p>
<p>UPMC Advantage Health Care Concierge team</p>	<p>1-866-353-3598 TTY: 711</p>
<p>UPMC Health Plan (Commercial) Health Care Concierge team</p>	<p>1-888-876-2756 TTY: 711</p>

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

Contact	Telephone Number
UPMC Health Plan Web Services <i>(Web support)</i>	1-800-937-0438 HPOnline@upmc.edu
UPMC Health Plan Website	upmchealthplan.com upmchealthplan.com/providers
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 Line	 1-844-252-0687 1-877-262-7870 1-888-499-6914 1-877-262-7870

UPMC for Life Complete Care (HMO D-SNP)

Table A7: UPMC for Life Complete Care (HMO D-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
988 Suicide & Crisis Lifeline	Dialing or text: 988 Chat: 988lifeline.org 1-800-273-8255 1-800-273- TALK Additional information as 988lifeline.org
Veteran Crisis Line	Dialing code 988 , press 1 Text: 838255 Chat: veteranCrisisLine.net/Chat 1-800-273-8255 , press 1 1-800-273-TALK , press 1 Additional information at 988lifeline.org
Dental – SKYGEN USA Provider Call Center UPMC <i>for Life</i> Complete Care Dental <i>Advantage</i> Health Care Concierge team	skygenusa.com providerservices@skygenusa.com 1-855-806-5193 1-800-606-8648 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 TTY: 711

Table A7: UPMC for Life Complete Care (HMO D-SNP), (continued)

Contact	Telephone Number
<p>Maternity Program</p> <p>UPMC Health Plan Maternity Care Management Program</p>	<p>1-866-463-1462 Fax: 412-454-8558 TTY: 711</p>
<p>Pharmacy Services</p> <p>Express Scripts <i>(Mail order)</i></p> <p>Accredo Pharmacy <i>(Mail order – for specialty medications only)</i></p>	<p>1-800-979-8762 Fax: 412-454-7722</p> <p>1-888-289-1405 Fax: 1-800-636-9494 TTY: 1-800-899-2114</p> <p>1-888-759-1557</p>
<p>Provider Network Management <i>(For notifying UPMC Health Plan of provider practice changes.)</i></p>	<p>upmchealthplan.com/providers/change.html</p>
<p>Provider Services</p>	<p>1-800-606-8648 1-866-918-1595</p> <p>Hours: Monday through Friday, 8 a.m. to 5 p.m.</p>
<p>UPMC Health Plan Web Services <i>(Web support)</i></p>	<p>1-800-937-0438 HPOnline@upmc.edu</p>
<p>UPMC Health Plan Website</p>	<p>upmchealthplan.com/snp</p>
<p>UPMC Medical Transport</p>	<p>1-877-521-RIDE (7433)</p>
<p>UPMC for Life Complete Care Health Care Concierge team</p>	<p>1-800-606-8648 TTY: 1-866-407-8762</p>
<p>Utilization Management <i>(Includes prior authorization and concurrent review)</i></p>	<p>1-800-425-7800 Hours: Monday through Friday, 8 a.m. to 4:30 p.m.</p>
<p>Vision – UPMC Vision Care</p> <p>Provider Services Member Services</p>	<p>1-877-262-7870 1-800-606-8648</p> <p>TTY: 1-866-407-8762</p>

Other Program and Government Contacts

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 Insurance Department Bureau of Consumer Affairs Bureau of Managed Care	1-877-881-6388 1-888-466-2787
Pennsylvania Medical Society Division of Communication and Public Affairs	1-800-228-7823
*988 Suicide & Crisis Lifeline	Text or dialing code: 988 Chat: 988lifeline.org 1-800-273-8255 1-800-273- TALK Additional information found at 988lifeline.org
*Veteran Crisis Line	Dialing code: 988 , press 1 Text: 838255 Chat: veteranCrisisLine.net/Chat 1-800-273-8255 , press 1 Additional information at 988lifeline.org



***Closer look at the 988 Suicide & Crisis Lifeline and the Veterans Crisis Line.**

The National Suicide Prevention Lifeline is available to individuals experiencing emotional distress or a suicidal crisis. The lifeline is confidential and is **available 24 hours a day, 7 days a week, 365 days a year at no cost**. Individuals can call, text, or chat to be connected to a national network of crisis centers with trained counselors. The counselors will listen, address immediate needs, provide support, provide additional resources as applicable and help connect the individual to ongoing care. The Veteran Crisis Line supports Veterans, service members, and their families. The counselors are trained in crisis intervention and military culture. The veteran line is also confidential and available **24 hours a day, 7 days a week/ 365 days a year**. Additional information about the 988 Suicide & Crisis Lifeline can be found at **988lifeline.org**.