

# *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** Monday through Friday between 8 a.m. and 5 p.m. at the following numbers:

<b>UPMC Community HealthChoices (Medical Assistance)</b>	<b>1-844-860-9303</b>
<b>UPMC Behavioral Health Services (BHS)</b>	<b>1-866-441-4185</b>
<b>UPMC <i>for Kids</i> (CHIP)</b>	<b>1-866-918-1595</b>
<b>UPMC <i>for Life</i> (Medicare)</b>	<b>1-866-918-1595</b>
<b>UPMC <i>for Life</i> Complete Care (HMO D-SNP)</b>	<b>1-866-918-1595</b>
<b>UPMC <i>for You</i> (Medical Assistance)</b>	<b>1-866-918-1595</b>
<b>UPMC Health Plan (Commercial)</b>	<b>1-866-918-1595</b>

➤ **Note:** Other help, including provider network directories, is available online at [upmchealthplan.com](https://upmchealthplan.com).

## *UPMC Health Plan Website*

UPMC Health Plan's website is located at [upmchealthplan.com](https://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 (monthly newsletter *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**. It 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 in to 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](https://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](https://upmchealthplan.upmc.com/WebPortals/Requests/SecurityRequest.aspx).

To submit a prior authorization request, log in to **Provider OnLine** at [upmchealthplan.com/providers](https://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](https://upmc.promptpa.com) or visit [upmchealthplan.com](https://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.

\*The term UPMC Health Plan collectively refers to UPMC Health Plan Inc., UPMC Health Benefits 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 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)
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Table A8	Other Program and Government Contacts

# UPMC Behavioral Health Services (BHS)

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

Contact	Telephone Number
<b>988 Suicide &amp; Crisis Lifeline*</b>	Dialing or text: <b>988</b> Chat: <b>988lifeline.org</b>  <b>1-800-273-8255</b> <b>1-800-273-TALK</b> Additional information at <b>988lifeline.org</b>
<b>Veteran Crisis Line*</b>	Dialing: <b>988, press 1</b> Text: <b>838255</b> Chat: <b>veteranCrisisLine.net/Chat</b>  <b>1-800-273-8255, press 1</b> <b>1-800-273-TALK, press 1</b> Additional information at <b>988lifeline.org</b>
<b>Fraud and Abuse Hotline Number</b>	<b>1-866-372-8301</b> (For UPMC Health Plan)
<b>Provider Contracting and Credentialing</b>	Community Care Behavioral Health Organization (CCBHO) 339 Sixth Ave. Suite 1300 Pittsburgh, PA 15222 <b>ccbh.com</b>
<b>Provider Fax Line</b>	Fax: <b>1-888-249-5646</b> (Authorization Forms, Other Clinical Information)

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

Contact	Telephone Number
<b>Provider reference materials</b>  <b>Behavioral health provider alerts, newsletter articles, and forms</b>  <b>The Mental Health Medical Necessity Criteria Set</b> <i>(Utilized by UPMC Health Plan BHS)</i>  <b>The InterQual Behavioral Health and Substance Abuse Disorder Criteria</b>	<a href="http://upmchealthplan.com/providers/patient_index.html">upmchealthplan.com/providers/patient_index.html</a>   Change Healthcare 100 Airpark Center Drive East Nashville, TN 37217 <b>1-866-371-9066</b>
<b>Provider Voice Line</b>	<b>1-866-441-4185</b> <b>24 hours a day, seven days a week, 365 days a year</b>
<b>UPMC Behavioral Health Services Corporate Offices</b>	UPMC Health Plan U.S. Steel Tower 600 Grant Street Pittsburgh, PA 15219
<b>UPMC Behavioral Health Services Health Care Concierge team</b>  <b>Behavioral Health Case Management Programs</b>  <b>Behavioral Health UPMC for Kids (CHIP)</b>	<b>1-888-251-0083</b> <b>TTY: 1-877-877-3580</b>  <b>1-888-777-8754</b>  <b>1-800-650-8762</b>  All UPMC BHS Health Care Concierge lines answer <b>24 hours a day, seven days a week, 365 days a year.</b>  Routine questions are best answered by calling during <b>business hours: Monday through Friday between 8 a.m. and 5 p.m.</b>
<b>UPMC Health Plan Claims Department</b>	<b>1-888-876-2756</b>
<b>UPMC Behavioral Health Services, additional sources</b>	To obtain a copy of the Medical Necessity Criteria, call <b>1-866-441-4185.</b> Representatives are available <b>24 hours a day, seven days a week, 365 days a year.</b>

# UPMC Community HealthChoices (CHC)

**Table A2: UPMC Community HealthChoices Contacts**

Contact	Telephone Number
<b>Behavioral Health Services – Managed Care Organizations (BH-MCO)</b> <i>Each HealthChoices consumer is assigned a Behavioral Health Managed Care Organization (BH-MCO) based on their county of residence.</i>	
<b>Carelon Health of Pennsylvania (CHP)</b> PO Box 1840 Cranberry Township, PA 16066-1840	<i>Armstrong, Beaver, Butler, Crawford, Fayette, Indiana, Lawrence, Mercer, Venango, Washington, and Westmoreland counties</i>  ➤ <b>See:</b> <i>Carelon Health of Pennsylvania's website at <a href="http://pa.carelon.com">pa.carelon.com</a> for a listing of Member and provider phone numbers.</i>
<b>Community Behavioral Health (CBH)</b> 801 Market St. Suite 7000 Philadelphia, PA 19107	<i>Philadelphia</i>  ➤ <b>See:</b> <i>CBH's website at <a href="http://cbhphilly.org/">cbhphilly.org/</a> for a listing of member and provider phone numbers.</i>
<b>Community Care Behavioral Health Organization (CCBHO)</b> 339 Sixth Ave. Suite 1300 Pittsburgh, PA 15222	<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>  ➤ <b>See:</b> <i>CCBHO's website at <a href="http://ccbh.com">ccbh.com</a> for a listing of member and provider phone numbers.</i>
<b>Magellan Behavioral Health of Pennsylvania (MBH)</b> One Bethlehem Plaza 17 West Broad St. Suite 210 Bethlehem, PA 18018	<i>Bucks, Cambria, Lehigh, Montgomery, and Northampton counties</i>  ➤ <b>See:</b> <i>Magellan's website at <a href="http://magellanofpa.com">magellanofpa.com</a> for a listing of member and provider phone numbers.</i>
<b>PerformCare</b> 8040 Carlson Road Harrisburg, PA 17112	<i>Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, and Perry counties</i>  ➤ <b>See:</b> <i>PerformCare's website at <a href="http://pa.performcare.org">pa.performcare.org</a> for a listing of member and provider phone numbers.</i>

**Table A2: UPMC Community HealthChoices Contacts (continued)**

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

**Table A2: UPMC Community HealthChoices Contacts (continued)**

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

**Table A2: UPMC Community HealthChoices Contacts (continued)**

Contact	Telephone Number
UPMC Community HealthChoices Website	<a href="http://upmchealthplan.com/chc">upmchealthplan.com/chc</a>
UPMC Disabilities Resource Center	412-605-1483 TTY: 711 <a href="mailto:disabilitiesresource@upmc.edu">disabilitiesresource@upmc.edu</a>
UPMC Health Plan Web Services (Web support)	1-800-937-0438 <a href="mailto:HPOnline@upmc.edu">HPOnline@upmc.edu</a>
UPMC Health Plan Website	<a href="http://upmchealthplan.com">upmchealthplan.com</a>
Utilization Management (Includes prior authorization and concurrent review)	1-800-425-7800 <b>Hours:</b> Monday through Friday between 8 a.m. and 4:30 p.m.
<b>Vision – Envolve</b>  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
<b>Behavioral Health Services</b> UPMC Behavioral Health Services (BHS)  Provider Services  UPMC Behavioral Health Services Concierge team  <b>988 Suicide &amp; Crisis Lifeline*</b>	   <b>1-866-441-4185</b>  <b>1-800-650-8762</b> TTY: 711  Dialing or text: <b>988</b> Chat: <b>988lifeline.org</b>  <b>1-800-273-8255</b> <b>1-800-273- TALK</b>  Additional information at <b>988lifeline.org</b>
<b>Dental – SKYGEN</b>  Provider Call Center  UPMC for Kids Dental Advantage Health Care Concierge team	<b>skygenusa.com</b>  <b>providerservices@skygenusa.com</b> <b>1-855-806-5193</b>  <b>1-800-650-8762</b> TTY: 711
<b>Fraud and Abuse Hotline</b> <i>(For UPMC Health Plan)</i>	<b>1-866-372-8301</b> TTY: 711
<b>Health Management and Case Management</b> <i>(Specialized programs to improve the health of members)</i>	<b>1-866-778-6073</b> Fax: <b>412-454-7552</b>
<b>Laboratory Services</b>  Associated Clinical Laboratories <i>(Northern Pennsylvania)</i>  Quest Diagnostics, Inc. <i>(Southern Pennsylvania)</i>	  <b>1-800-937-8028</b>  <b>1-800-920-9220</b>

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

Contact	Telephone Number
<b>Maternity Program</b> UPMC Health Plan Baby Steps Maternity Care Management Program	<b>1-866-463-1462</b> Fax: <b>412-454-8558</b>
<b>Pharmacy Services</b>	<b>1-800-979-8762</b> Fax: <b>412-454-7722</b>
<b>Provider Network Management</b> <i>(For notifying UPMC Health Plan of provider practice changes)</i>	<a href="http://upmchealthplan.com/providers/change.html">upmchealthplan.com/providers/change.html</a>
<b>Provider Services</b>	<b>1-866-918-1595</b> <b>Hours:</b> Monday through Friday between 8 a.m. and 5 p.m.
<b>UPMC <i>for Kids</i> Health Care Concierge team</b>	<b>1-800-650-8762</b> TTY: 711
<b>UPMC Health Plan Web Services</b> <i>(Web support)</i>	<b>1-800-937-0438</b> <a href="mailto:HPOnline@upmc.edu">HPOnline@upmc.edu</a>
<b>UPMC Health Plan Website</b>	<a href="http://upmchealthplan.com">upmchealthplan.com</a>
<b>UPMC Medical Transport</b>	<b>1-877-521-RIDE (7433)</b>
<b>Utilization Management</b> <i>(Includes prior authorization and concurrent review)</i>	<b>1-800-425-7800</b> <b>Hours:</b> Monday through Friday between 8 a.m. and 4:30 p.m.
<b>Vision – Envolve</b> Provider Services Member Services	<b>1-866-921-7965</b> <b>1-866-921-7965</b>  TTY: 711

## UPMC for Life (Medicare)

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

Contact	Telephone Number
<b>Assist America</b>	Within US, <b>1-800-872-1414</b> , TTY: <b>711</b> Outside US, <b>1-609-986-1234</b> , TTY: <b>711</b>
<b>Behavioral Health Services</b> <b>UPMC Behavioral Health Services (BHS)</b>  Provider Services  Health Care Concierge team	<b>1-866-441-4185</b>  <b>1-888-251-0083</b> TTY: <b>1-877-877-3580</b>
<b>988 Suicide &amp; Crisis Lifeline*</b>	Dialing or text: <b>988</b> Chat: <b>988lifeline.org</b>  <b>1-800-273-8255</b> <b>1-800-273-TALK</b>  Additional information at <b>988lifeline.org</b>
<b>Veteran Crisis Line*</b>	Dialing code: <b>988, press 1</b> Text: <b>838255</b> Chat: <b>veteranCrisisLine.net/Chat</b>  <b>1-800-273-8255, press 1</b> <b>1-800-273-TALK, press 1</b>  Additional information at <b>988lifeline.org</b>
<b>Case Management</b>	<b>1-866-778-6073</b> Fax: <b>412-454-7552</b>
<b>Dental – SKYGEN</b> <i>(Select employee group plans ONLY)</i>  Provider Call Center   UPMC for Life Dental Advantage Health Care Concierge team	<b>skygenusa.com</b>   <b>1-855-806-5193</b> <b>providerservices@skygenusa.com</b>  <b>1-855-306-8277</b> TTY: <b>711</b>
<b>Fraud and Abuse Hotline</b> <i>(For UPMC Health Plan)</i>	<b>1-866-372-8301</b> TTY: <b>711</b>

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

Contact	Telephone Number
<b>Health Management and Case Management</b> <i>(Specialized programs to improve the health of members)</i>	<b>1-866-778-6073</b> Fax: <b>412-454-7551</b>
<b>Maternity Program</b>  UPMC Health Plan Baby Steps Maternity Care Management Program	<b>1-866-778-6073</b> Fax: <b>412-454-8558</b>
<b>Medicare Hotline</b> <i>(General services)</i>	<b>1-800-MEDICARE</b> <b>1-800-633-4227</b>
<b>Pharmacy Services</b>  Express Scripts <i>(Mail order)</i>  Accredo Pharmacy <i>(Mail order – for specialty medications only)</i>	<b>1-800-979-8762</b> Fax: <b>412-454-7722</b>  <b>1-877-787-6279</b> Fax: <b>1-800-636-9494</b> TTY: <b>711</b>  <b>1-866-759-1557</b> Fax: <b>1-888-773-7386</b> TTY: <b>1-800-955-8770</b>
<b>Provider Network Management</b> <i>(For notifying UPMC Health Plan of provider practice changes)</i>	<a href="https://upmchealthplan.com/providers/change.html">upmchealthplan.com/providers/change.html</a>
<b>Provider Services</b>	<b>1-866-918-1595</b>  <b>Hours:</b> Monday through Friday between 8 a.m. and 5 p.m.
<b>Renal Care</b> ESRD Care Managers	<b>1-866-778-6073</b>
<b>UPMC <i>for Life</i> Healthcare Concierge team</b>	<b>1-877-539-3080</b> TTY: <b>711</b>

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

Contact	Telephone Number
<b>UPMC Health Plan Web Services</b> <i>(Web support)</i>	<b>1-800-937-0438</b> <b>HPOnline@upmc.edu</b>
<b>UPMC Health Plan Website</b>	<b>upmchealthplan.com</b>
<b>UPMC Medical Transport</b>	<b>1-877-521-RIDE</b> <b>1-877-521-7433</b>
<b>Utilization Management</b> <i>(Includes prior authorization and concurrent review.)</i>	<b>1-800-425-7800</b> <b>Hours:</b> Monday through Friday between 8 a.m. and 4:30 p.m.
<b>Vision – UPMC Vision Care</b>  Provider Services Member Services	<b>1-877-262-7870</b> <b>1-877-539-3080</b>  TTY: 711

# UPMC for You (Medical Assistance)

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

Contact	Telephone Number
<b>Behavioral Health Services – Managed Care Organizations (BH-MCO)</b> <i>Each HealthChoices consumer is assigned a Behavioral Health Managed Care Organization (BH-MCO) based on his or her county of residence.</i>	
<b>Carelon Health of Pennsylvania</b> PO Box 1840 Cranberry Township, PA 16066-1840	<i>Armstrong, Beaver, Butler, Crawford, Fayette, Indiana, Lawrence, Mercer, Venango, Washington, and Westmoreland counties.</i>  ➤ <b>See: Carelon Health of Pennsylvania’s website at <a href="http://pa.carelon.com">pa.carelon.com</a> for a listing of member and provider phone numbers.</b>
<b>Community Behavioral Health (CBH)</b> 801 Market St. Philadelphia, PA 19107	<i>Philadelphia county</i>  ➤ <b>See: CBH’s website at <a href="http://cbhphilly.org/">cbhphilly.org/</a> for a listing of member and provider phone numbers.</b>
<b>Community Care Behavioral Health Organization (CCBHO)</b> 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>  ➤ <b>See: CCBHO’s website at <a href="http://ccbh.com">ccbh.com</a> for a listing of member and provider phone numbers.</b>
<b>Magellan Behavioral Health of Pennsylvania (MBH)</b> One Bethlehem Plaza 17 West Broad St. Suite 210 Bethlehem, PA 18018	<i>Bucks, Cambria, Lehigh, Montgomery, and Northampton counties</i>  ➤ <b>See: Magellan’s website at <a href="http://magellanofpa.com">magellanofpa.com</a> for a listing of member and provider phone numbers.</b>
<b>PerformCare</b> 8040 Carlson Road Harrisburg, PA 17112	<i>Cumberland, Dauphin, Franklin, Fulton, Lancaster, Lebanon, and Perry counties</i>  ➤ <b>See: PerformCare’s website at <a href="http://pa.performcare.org">pa.performcare.org</a> for a listing of member and provider phone numbers.</b>

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

Contact	Telephone Number
<b>988 Suicide &amp; Crisis Lifeline*</b>	Dialing or text: <b>988</b> Chat: <b>988lifeline.org</b>  <b>1-800-273-8255</b> <b>1-800-273- TALK</b>  Additional information at <b>988lifeline.org</b>
<b>Veteran Crisis Line*</b>	Dialing code: <b>988</b> , press 1 Text: <b>838255</b> Chat: <b>veteranCrisisLine.net/Chat</b>  <b>1-800-273-8255</b> , press 1 <b>1-800-273- TALK</b> , press 1  Additional information at <b>988lifeline.org</b>
<b>Care Management</b>	<b>1-866-778-6073</b> TTY: <b>711</b>
<b>CONNECT</b> <i>(Early intervention referral service for children from birth to 5 years old)</i>	<b>1-800-692-7288</b> Statewide Information and Referral helpline <b>papromiseforchildren.com</b>
<b>Dental – SKYGEN</b>  Provider Call Center  UPMC <i>for You</i> Dental Advantage Health Care Concierge team	<b>skygenusa.com</b>  <b>1-855-806-5193</b> <b>providerservices@skygenusa.com</b>  <b>1-888-257-0474</b> TTY: <b>711</b>
<b>Early and Periodic Screening, Diagnosis, and Treatment (EPSDT)</b>	<b>1-866-918-1595</b>
<b>Enhanced Member Supports Unit (EMSU)</b>	<b>1-866-463-1462</b> TTY: <b>711</b>  <b>Hours:</b> Monday through Friday between 8 a.m. and 6 p.m.
<b>Fraud and Abuse Hotline</b> <i>(For UPMC Health Plan)</i>	<b>1-866-372-8301</b> TTY: <b>711</b>
<b>HealthChoices Hotline</b> <b>PA Enrollment Support</b>	<b>1-800-440-3989</b> TTY: <b>1-800-618-4225</b>

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

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

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

Contact	Telephone Number
<b>Provider Services</b>	<b>1-866-918-1595</b> <b>Hours:</b> Monday through Friday between 8 a.m. and 5 p.m.
<b>Reportable Conditions</b>	UPMC Health Plan Medical Director <b>412-454-7860</b> office <b>412-719-9330</b> cell <b>degregoriorn@upmc.edu, or macopliance@upmc.edu.</b>
<b>Transportation Services</b> <b>UPMC Medical Transportation</b>	<b>1-877-521-RIDE</b> <b>1-877-521-7433</b> TTY:1-800-632-9063
<b>UPMC <i>for You</i> Health Care Concierge team</b>	<b>1-800-286-4242</b> TTY: 711  <b>Hours:</b> <ul style="list-style-type: none"> <li>Monday, Tuesday, Thursday, Friday between 8 a.m. and 6 p.m.</li> <li>Wednesday between 8 a.m. and 8 p.m.</li> </ul>
<b>UPMC <i>for You</i> Website</b>	<b>medicaid.upmchealthplan.com</b>
<b>UPMC Health Plan Web Services</b> (Web support)	<b>1-800-937-0438</b> <b>HPOnline@upmc.edu</b>
<b>UPMC Health Plan Website</b>	<b>upmchealthplan.com</b>
<b>Utilization Management</b> (Includes prior authorization and concurrent review.)	<b>1-800-425-7800</b> <b>Hours:</b> Monday through Friday between 8 a.m. and 4:30 p.m.
<b>Vaccines for Children (VFC)</b>	<b>1-888-646-6864</b> (to enroll)
<b>Vision – Envolve</b>  Provider Services  Member Services	<b>1-866-458-2138</b>  <b>1-866-458-2138</b> 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:

<b>Lehigh/Capital Zone</b>	Adams, Berks, Cumberland, Dauphin, Franklin, Fulton, Huntingdon, Lancaster, Lebanon, Lehigh, Northampton, Perry, and York counties
<b>Northeast Zone</b>	Bradford, Carbon, Centre, Clinton, Columbia, Juniata, Lackawanna, Luzerne, Lycoming, Mifflin, Monroe, Montour, Northumberland, Pike, Schuylkill, Snyder, Sullivan, Susquehanna, Tioga, Union, Wayne, and Wyoming counties
<b>Northwest Zone</b>	Cameron, Clarion, Clearfield, Crawford, Elk, Erie, Forest, Jefferson, McKean, Mercer, Potter, Venango, and Warren counties
<b>Southeast Zone</b>	Bucks, Chester, Delaware, Montgomery, and Philadelphia counties
<b>Southwest Zone</b>	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
<b>Assist America</b>	Within US, <b>1-800-872-1414</b> , TTY: 711 Outside US, <b>1-609-986-1234</b> , TTY: 711
<b>Behavioral Health Services</b>  <b>UPMC Behavioral Health Services (BHS)</b> Provider Services Health Care Concierge team	  <b>1-866-441-4185</b> <b>1-888-251-0083</b>
<b>988 Suicide &amp; Crisis Lifeline*</b>	Dialing or text: <b>988</b> Chat: <b>988lifeline.org</b>  <b>1-800-273-8255</b> <b>1-800-273- TALK</b>  Additional information at <b>988lifeline.org</b>
<b>Veteran Crisis Line*</b>	Dialing code: <b>988</b> , press 1 Text: <b>838255</b> Chat: <b>veteranCrisisLine.net/Chat</b>  <b>1-800-273-8255</b> , press 1 <b>1-800-273-TALK</b> , press 1  Additional information at <b>988lifeline.org</b>
<b>Fraud and Abuse Hotline</b> <i>(For UPMC Health Plan)</i>	<b>1-866-372-8301</b> TTY: 711
<b>Health Management and Case Management</b> <i>(Specialized programs to improve the health of members)</i>	<b>1-866-778-6073</b> Fax: <b>412-454-7552</b> TTY: 711

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

Contact	Telephone Number
<b>Laboratory Services</b>  <b>Associated Clinical Laboratories</b> <i>(Northern Pennsylvania)</i>  <b>Quest Diagnostics, Inc.</b> <i>(Southern Pennsylvania)</i>	<b>1-800-937-8028</b>  <b>1-800-920-9220</b>
<b>Maternity Program</b>  UPMC Health Plan Baby Steps Maternity Care Management Program	<b>1-866-778-6073</b> Fax: <b>412-454-8558</b> TTY: <b>711</b>
<b>Pharmacy Services</b>  Express Scripts <i>(Mail order)</i>  Accredo <i>(Mail order for specialty medications only)</i>  Chartwell <i>(Mail order for specialty medications only)</i>	<b>1-800-979-8762</b> Fax: <b>412-454-7722</b>  <b>1-877-787-6279 or 1-888-289-1405</b> Fax: <b>1-800-636-9494</b> TTY: <b>711</b>  <b>1-800-803-2523</b> TTY: <b>711</b>  <b>1-800-366-6020</b> TTY: <b>711</b>
<b>Provider Network Management</b> <i>(For notifying UPMC Health Plan of provider practice changes)</i>	<a href="https://upmchealthplan.com/providers/change.html">upmchealthplan.com/providers/change.html</a>
<b>Provider Services</b>	<b>1-866-918-1595</b>  <b>Hours:</b> Monday through Friday between 8 a.m. and 5 p.m.
<b>Renal Care</b> ESRD Care Managers	<b>1-866-778-6073</b>
<b>UPMC Advantage Health Care Concierge team</b>	<b>1-866-353-3598</b> TTY: <b>711</b>
<b>UPMC Health Plan (Commercial) Health Care Concierge team</b>	<b>1-888-876-2756</b> TTY: <b>711</b>

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

Contact	Telephone Number
<b>UPMC Health Plan Web Services</b> <i>(Web support)</i>	<b>1-800-937-0438</b> <b>HPOnline@upmc.edu</b>
<b>UPMC Health Plan Website</b>	<b>upmchealthplan.com</b> <b>upmchealthplan.com/providers</b>
<b>UPMC Medical Transport</b>	<b>1-877-521-RIDE (7433)</b>
<b>Utilization Management</b> <i>(Includes prior authorization and concurrent review)</i>	<b>1-800-425-7800</b> <b>Hours:</b> Monday through Friday between 8 a.m. and 4:30 p.m.
<b>Vision:</b>  <b>UPMC Vision Care</b> Member Services Provider Services  <b>UPMC Vision Advantage</b> Member Services Provider Line	  <b>1-844-252-0687</b> <b>1-877-262-7870</b>  <b>1-888-499-6914</b> <b>1-877-262-7870</b>

# UPMC for Life Complete Care (HMO D-SNP)

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

Contact	Telephone Number
<b>Assist America</b>	Within US, <b>1-800-872-1414</b> , TTY: 711 Outside US, <b>1-609-986-1234</b> , TTY: 711
<b>Behavioral Health Services</b>  <b>UPMC Behavioral Health Services (BHS)</b> Provider Service	<b>1-866-441-4185</b> TTY: <b>1-877-877-3580</b>
<b>988 Suicide &amp; Crisis Lifeline*</b>	Dialing or text: <b>988</b> Chat: <b>988lifeline.org</b> <b>1-800-273-8255</b> <b>1-800-273- TALK</b>  Additional information as <b>988lifeline.org</b>
<b>Veteran Crisis Line*</b>	Dialing code <b>988</b> , press 1 Text: <b>838255</b> Chat: <b>veteranCrisisLine.net/Chat</b> <b>1-800-273-8255</b> , press 1 <b>1-800-273-TALK</b> , press 1  Additional information at <b>988lifeline.org</b>
<b>Dental – SKYGEN</b>  Provider Call Center   UPMC for Life Complete Care Dental Advantage Health Care Concierge team	<b>skygenusa.com</b>  <b>providerservices@skygenusa.com</b> <b>1-855-806-5193</b>  <b>1-800-606-8648</b> TTY: 711
<b>Fraud and Abuse Hotline</b> (For UPMC Health Plan)	<b>1-866-372-8301</b> TTY: 711
<b>Health Management and Case Management</b> (Specialized programs to improve the health of members)	<b>1-866-778-6073</b> Fax: <b>412-454-7552</b> TTY: 711

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

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

## Other Program and Government Contacts

**Table A8: Other Program and Government Contacts**

Contact	Telephone Number
<b>Office of the Inspector General</b> National Fraud Hotline	<b>1-800-HHS-TIPS (447-8477)</b>
<b>Pennsylvania Insurance Department</b> Bureau of Consumer Affairs Bureau of Managed Care	<b>1-877-881-6388</b> <b>1-888-466-2787</b>
<b>Pennsylvania Medical Society</b> Division of Communication and Public Affairs	<b>1-800-228-7823</b>
<b>988 Suicide &amp; Crisis Lifeline*</b>	Text or dialing code: <b>988</b> Chat: <b>988lifeline.org</b>  <b>1-800-273-8255</b> <b>1-800-273- TALK</b> Additional information at <b>988lifeline.org</b>
<b>Veteran Crisis Line*</b>	Dialing code: <b>988</b> , press 1 Text: <b>838255</b> Chat: <b>veteranCrisisLine.net/Chat</b>  <b>1-800-273-8255</b> , press 1 Additional information at <b>988lifeline.org</b>



### \*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 and 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**.