

FREDERICK COUNTY PUBLIC SCHOOLS

Information About Accessing Your Benefits for Mental Health Care or Chemical Dependency through Your UnitedHealthcare *CHOICE PLUS* Point of Service Plan



UnitedHealthcare has contracted with United Behavioral Health (UBH) to provide benefits and help you to manage your mental health and substance abuse care through your UnitedHealthcare medical plan. UBH's professional staff is trained to help you through some of life's most challenging moments, such as:

- ❖ *Stress and anxiety.*
- ❖ *A child diagnosed with attention deficit disorder.*
- ❖ *Relationship problems.*
- ❖ *Coping with grief and loss.*
- ❖ *Dependence on alcohol or drugs.*

Nobody should have to go through life's toughest challenges alone. UBH is your confidential resource for expert advice to help you handle whatever comes along.

Need Help in Finding a Provider?

- ❖ The UBH trained specialist will assist you with finding a provider that meets the unique needs of your situation. You will be given an "open certification" that is good for up to one calendar year from the time you call or until you have reached any applicable limits under your medical plan's mental health/substance abuse benefits coverage. We will be glad to confirm your benefits when you call, including any plan exclusions.
- ❖ If you'd prefer to do an on-line search yourself for participating clinicians and psychiatrists, please go to www.myuhc.com. You will have to log in in order to search for mental health providers. Select *Physicians & Facilities* and then *Find Mental Health Care* and you will be transferred to the UBH website, www.liveandworkwell.com, where you can choose *Find A Mental Health Clinician* to reach the UBH outpatient provider directory. Always feel free to call UBH for assistance with choosing the right clinician to meet your specific needs.
- ❖ Your plan allows non-network benefits for mental health allowing you the choice to see a non-network clinician or psychiatrist. If you do, benefits will be paid at the reduced out-of-network level. You **must** call UBH for an open certification before seeing an out-of-network provider, *even if you already have a certification number to see an in-network provider.*

When you or a referring doctor think that inpatient care may be appropriate:

- ❖ **Call UBH – Pre-Authorization is required for inpatient care**.** Dial the telephone number listed on the back of your UnitedHealthcare I.D. card, enter your alternate identification number and date of birth and then you will hear options. Choose the “coverage” option and either select #2 for mental health or #3 for substance abuse benefit questions. Stay on the line so that your call is transferred to UBH. This will assure that you speak directly with a UBH representative.
- ❖ Be aware that you should contact UBH to obtain the names of facilities and facility-based programs that are in-network. They have recently been added to our website www.liveandworkwell.com and may be different than UnitedHealthcare contracted facilities for non-mental health care.
- ❖ Verify your covered benefits. To find out the benefit coverage that applies to you, check your mental health benefits summary at www.myuhc.com or your Summary Plan Description, talk with your company benefits administrator, or call UBH. Be aware that, even if your doctor suggests certain treatments or providers, your benefit plan may not cover that treatment or provider. Therefore we suggest that you consult with the UBH Care Advocate to find alternative treatment options that are covered before seeking care.

** If you are hospitalized at an **in-network** facility, the facility will obtain pre-authorization for you. However, if you are hospitalized at a **non-network** facility, please know that it is YOUR responsibility to get pre-authorization. Please verify that your facility has obtained this or your claims may be denied.

To seek psychological care on an outpatient basis:

- ❖ **Call UBH first before seeking care– Pre-Certification is required for outpatient care.** Dial the telephone number listed on the back of your UnitedHealthcare I.D. card, enter your alternate identification number and date of birth and then you will hear options. Choose the “coverage” option and either select #2 for mental health or #3 for substance abuse benefit questions. Stay on the line so that your call is transferred to UBH. This will assure that you speak directly with a UBH representative.

Mental Health/Substance Abuse Care Claims:

If you use an in-network provider, you will not need to file claim forms; this will be done for you. You will be responsible for your portion of the cost at the time of services.

If you use a non-network provider, you may need to submit the claims to UBH directly for reimbursement (your provider may agree to submit claims for you). Claims can be mailed to the UnitedHealthcare address found on the back of your UHC ID card. In addition, you can mail claims directly to the UBH address provided below.

Claims can also be submitted on-line via the UBH website (www.liveandworkwell.com) accessible through www.myuhc.com as explained above. There is a tutorial on the website to assist you (or your provider) in submitting claims to UBH. If you wish to submit your claims online to UBH, you will need additional information, such as the diagnosis and CPT codes (available from your provider), the date(s) of service, amounts paid per date of service, provider name, address and provider tax identification number, as well as other information.

UBH will process your claim as quickly as possible. As with any medical claim, missing or incomplete information can delay the process. *Please remember to keep a copy of all claims that you submit.*

UBH Claims Address:

Claims can be submitted to the address listed on the back of your UnitedHealthcare ID card. These claims will be routed to UBH for processing.

Claims may also be submitted to UBH directly at the address below:

United Behavioral Health
Claims Department
PO Box 30755
Salt Lake City, UT 84130