

United Healthcare Community Plan of Virginia

Mission

Helping people live healthier lives and helping make the health system work better for everyone.

Vision

Be the most trusted name in healthcare.



Consumers

Deliver simplicity and earn trust.



Community Care System

Be a catalyst for person-centered, community-based health transformation.



State Partners

Be the recognized leader in delivering person-centered, community-based health transformation.



UnitedHealthcare[®]

Community Plan

Care Coordination

To reach a member's Care Coordinator
please call **1-877-843-4366**

Name	Email	Phone	Region(s)
Dorinda Hunter, RN Health Services Director	dorinda_hunter@uhc.com	(804) 267- 5227	Overall CCC Plus program
Brenda Barfield, RN Assoc. Health Services Director	brenda_barfield@uhc.com	(804) 267- 5285	Tidewater, Roanoke, Southwest, and Central
Shannon Oesch, LCSW, CSAC Assoc. Health Services Director	shannon_oesch@uhc.com	(763)361-3270	Western and Northern Virginia

Key Contacts

- **Provider Services**, 877-843-4366
- **Steven Dixon, Executive Director of Behavioral Health**, 804-267-5218, Steven.dixon@optum.com
- **Taylor Fink, Network Manager**, Tidewater and Central, 763-361-6233, Taylor.Fink@optum.com
- **Frank Rizio, Network Manager**, Northern Virginia, 763-321-2562, Frank.Rizio@optum.com
- **Brittany Meadows, Network Manager**, Charlottesville, Roanoke, and Southwest Regions, 952-202-6601, Brittany_e_meadows@optum.com

CMHRS and ARTS Prior Authorization, Service Registration, and Continued Stay Requests



Authorization and Registration Forms: http://www.dmas.virginia.gov/Content_pgs/mltss-trn.aspx

**Please fax forms to:
855-368-1542**

•**Secure transactions for Medicaid include:**

- Check eligibility and authorization or notification of benefits requirements
- Submit professional claims and view claim status
- Make claim adjustment requests
- Register for Electronic Payments and Statements (EPS)

–To request a user ID to the secure transactions on the unitedhealthcareonline.com, select New User from the Home Page; you may obtain additional information through the Help Desk at **(866) 842-3278**

•For member eligibility, claim status, and reference materials, go to UnitedHealthcareOnline.com > Tools and Resources > UnitedHealthcare Community Plan Resources

•Customer Service for website support: **(800) 600-9007**

Public Pages include general updates and other useful information

- Download standard forms -Find network contacts
- Review clinical guidelines
- Access archived issues of Network Notes, the provider newsletter
- Level of Care Guidelines -Training/Webinar offerings
- Virginia page (from the Home Page, choose Our Network > Welcome to the Network > Virginia)

Secure pages are available only to Optum in-network providers and require registration

- Providers will be able to update their practice information using the “My Practice Info” feature

To request User ID, select the “First-time User” link in the upper right corner of the home page

If you need assistance or have questions about the registration process, call the Provider Express Support Center at **(866) 209-9320** or chat with a tech support representative online