



UniCare Cheat Sheet

For UniCare members, UniCare manages the benefits, receives the claims and pays the claims. Carelon Behavioral Health manages the network, prices the claims, and performs utilization review.

Claims for UniCare Members

Claims must be submitted to UniCare.

Electronic Claims

Electronic claims can be submitted through your existing clearinghouse or through Availity. The electronic Payor ID number for UniCare is 80314.

Information about filing claims electronically is available on UniCare's website:

<https://www.unicarestateplan.com/provElecCImFiling.html>

If you have questions about electronic claim submission please contact the e-solutions team at 800-470-9630.

Paper Claims

Submit paper claims to the below address:

UniCare State Indemnity Plan

Box 9016

Andover, MA 01810-0916

Fax: 800-848-3623

Authorizations for UniCare Members

Authorizations must be submitted to Carelon Behavioral Health.

Outpatient (OP) Authorizations

Provider Connect should be used for requesting OP authorizations.

OP Authorizations can also be requested through the use of the Outpatient Review Form (ORF), which can be found on Beacon's website: <https://www.carelonbehavioralhealth.com/pdf/clinica/Outpatient-Review-Form.pdf>

Authorization needs to be requested before the last session. If not completed by then, providers have an additional two week window to complete request

Inpatient Authorizations

Please call 800-442-9300 and follow the provider prompts to request an inpatient authorization

Authorization needs to be requested before admission or for concurrent requests before discharge. If not completed in time providers will need to submit an administrative appeal along with medical records as identified in the provider manual.



Portals & Additional Resources for UniCare Members

Availity (UniCare)

Availity can be used for filing claims, checking eligibility, claims status, and benefits information for UniCare members

Website: www.availity.com

Phone: 800-Availity (800-282-4548)

EnrollHub (UniCare)

EnrollHub can be used for EFT payments. If you previously enrolled with Carelon Behavioral Health for EFT, you need to re-enroll with UniCare via EnrollHub.

Website: <https://solutions.caqh.org> - Scroll down and select the "Register Now" button.

Phone: 844-815-9763 - CAQH Provider Help Desk for EFT support

Email: efthelp@enrollhub.caqh.org

ProviderConnect (Carelon Behavioral Health)

Provider Connect should be used for requesting OP authorizations

Website: <https://www.carelonbehavioralhealth.com>

Phone: 800-397-1630

Other Questions

Phone: 800-442-9300 – UniCare Call Center

Email: UniCareProviderRelations@anthem.com