Nursing Facility	Tidewater	Central	Charlottesville/Western
Contracting	Christopher Logiacco 612-642-7875 christopher logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher logiacco@optum.com
Credentialing	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com
Authorizations	No auth required for custodial Provider Services: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146
Claims	Primary: Provider Services: 844-284-0146	Primary: Provider Services: 844-284-0146	Primary: Provider Services: 844-284-0146
	Escalation: snfprteam@optum.com	Escalation: snfprteam@optum.com	Escalation: snfprteam@optum.com
Care Coordination	Primary: Member Services: 844-752-9434	Primary: Member Services: 844-752-9434	Primary: Member Services: 844-752-9434
Coordination	Escalation: Emily Hartman 952-202-4234 emily hartman@uhc.com	Escalation: Emily Hartman 952-202-4234 emily hartman@uhc.com	Escalation: Lisa Sproles 763-361-3592 lisa sproles@uhc.com
Nursing Facility	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com	Christopher Logiacco 612-642-7875 christopher_logiacco@optum.com
Credentialing	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com	877-842-3210 NatlCred_Components@uhc.com
Authorizations	No auth required for custodial Provider Services: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146	No auth required for custodial Provider Services: 844-284-0146
Claims	Primary: Provider Services: 844-284-0146	Primary: Provider Services: 844-284-0146	Primary: Provider Services: 844-284-0146
Claims		Primary: Provider Services: 844-284-0146 Escalation: snfprteam@optum.com	Primary: Provider Services: 844-284-0146 Escalation: snfprteam@optum.com
Claims Care Coordination	Primary: Provider Services: 844-284-0146		

Hospice	Tidewater	Central	Charlottesville/Western
Contracting	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com
Credentialing	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210
Authorizations	No authorization required Provider Services: 844-284-0146	No authorization required Provider Services: 844-284-0146	No authorization required Provider Services: 844-284-0146
Claims	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate ne reg anc hh@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com
Care Coordination	Primary: Member Services: 844-752-9434 Escalation: Emily Hartman 952-202-4234	Primary: Member Services: 844-752-9434 Escalation: Emily Hartman 952-202-4234	Primary: Member Services: 844-752-9434 Escalation: Lisa Sproles 763-361-3592
Hannina	emily_hartman@uhc.com	emily_hartman@uhc.com	lisa_sproles@uhc.com
Hospice	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com	Ancillary Network Contracting 877-842-3210 HHCNetwork@uhc.com
Credentialing	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210	NatlCred_Components@uhc.com 877-842-3210
Authorizations	No authorization required Provider Services: 844-284-0146	No authorization required Provider Services: 844-284-0146	No authorization required Provider Services: 844-284-0146
Claims	Primary: Provider Services: 844-284-0146	Primary: Provider Services: 844-284-0146	Primary: Provider Services: 844-284-0146
	Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com	Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com	Escalation: Assigned provider advocate ne_reg_anc_hh@uhc.com
		1	D: 14 1 0 1 044 750 0404
Care Coordination	Primary: Member Services: 844-752-9434	Primary: Member Services: 844-752-9434	Primary: Member Services: 844-752-9434

LTSS	Tidewater	Central	Charlottesville/Western
Contracting	Demetrice Robinson 763-283-3260 demetrice robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com
Credentialing	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com
Authorizations	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine m_desalvo@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine m_desalvo@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine m_desalvo@uhc.com
Claims	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va hcbs_pr@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com
Care Coordination	Primary: Member Services: 844-752-9434 Escalation: Shannon Pigford 952-202-3222 shannon pigford@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Nicole Stukes-Stith 804-316-0350 nicole stukes@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Lisa Whitehead 804-624-1240 lisa whitehead@uhc.com
LTSS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com
Credentialing	Demetrice Robinson 763-283-3260 <u>demetrice_robinson@uhc.com</u>	Demetrice Robinson 763-283-3260 demetrice robinson@uhc.com	Demetrice Robinson 763-283-3260 demetrice_robinson@uhc.com
Authorizations	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine m_desalvo@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine m desalvo@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Catherine DeSalvo 612-395-7903 catherine m_desalvo@uhc.com
Claims	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate va_hcbs_pr@uhc.com
Care Coordination	Primary: Member Services: 844-752-9434 Escalation: Amber McMillan 952-406-6275 amber mcmillan@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Amber McMillan 952-406-6275 amber mcmillan@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Saffie Quarshie 763-361-3430 saffie quarshie@uhc.com

Hospitals, Ancillary, Physicians	Tidewater	Central	Charlottesville/Western
Contracting	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Credentialing	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Authorizations	Provider Services: 844-284-0146	Provider Services: 844-284-0146	Provider Services: 844-284-0146
Claims	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com
Care Coordination	Primary: Member Services: 844-752-9434 Escalation: Shannon Pigford 952-202-3222 shannon pigford@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Nicole Stukes-Stith 804-316-0350 nicole stukes@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Lisa Whitehead 804-624-1240 lisa whitehead@uhc.com
Hospitals, Ancillary, Physicians	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Credentialing	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210	Join Our Network UHCprovider.com 877-842-3210
Authorizations	Provider Services: 844-284-0146	Provider Services: 844-284-0146	Provider Services: 844-284-0146
Claims	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com	Primary: Provider Services: 844-284-0146 Escalation: Assigned provider advocate Northeastprteam@uhc.com
Care Coordination	Primary: Member Services: 844-752-9434 Escalation: Amber McMillan 952-406-6275 amber mcmillan@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Amber McMillan 952-406-6275 amber mcmillan@uhc.com	Primary: Member Services: 844-752-9434 Escalation: Saffie Quarshie 763-361-3430 saffie quarshie@uhc.com

DME, AT and EM	Tidewater	Central	Charlottesville/Western
Contracting	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available: Demetrice Robinson 763-283-3260	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available: Demetrice Robinson 763-283-3260	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available: Demetrice Robinson 763-283-3260
	hcbsprovidernetwork@uhc.com	hcbsprovidernetwork@uhc.com	hcbsprovidernetwork@uhc.com
Credentialing	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:
	Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com	Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com	Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com
Authorizations	Primary: Provider Services 844-284-0146	Primary: Provider Services 844-284-0146	Primary: Provider Services 844-284-0146
	Escalation: Catherine DeSalvo 612-395-7903 catherine m_desalvo@uhc.com	Escalation: Catherine DeSalvo 612-395-7903 catherine m desalvo@uhc.com	Escalation: Catherine DeSalvo 612-395-7903 catherine m_desalvo@uhc.com
Claims	Provider Services 844-284-0146	Provider Services 844-284-0146	Provider Services 844-284-0146
Care Coordination	Primary: Member Services 844-752-9434	Primary: Member Services 844-752-9434	Primary: Member Services 844-752-9434
	Escalation: Shannon Pigford 952-202-3222 shannon_pigford@uhc.com	Escalation: Nicole Stukes-Stith 804-316- 0350 nicole_stukes@uhc.com	Escalation: Lisa Whitehead 804-624-1240 lisa_whitehead@uhc.com

DME, AT and EM	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:
	Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com	Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com	Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com
Credentialing	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:	To ensure all provider needs are addressed in a timely manner, we encourage providers to call the Provider Services line at 844-284-0146 for provider inquiries as our network contracting and advocate staff are often in the field meeting with providers and may not be readily available:
	Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com	Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com	Demetrice Robinson 763-283-3260 hcbsprovidernetwork@uhc.com
Authorizations	Primary: Provider Services 844-284-0146	Primary: Provider Services 844-284-0146	Primary: Provider Services 844 -284-0146
	Escalation: Catherine DeSalvo 612-395-7903 catherine_m_desalvo@uhc.com	Escalation: Catherine DeSalvo 612-395-7903 catherine m_desalvo@uhc.com	Escalation: Catherine DeSalvo 612-395-7903 catherine m_desalvo@uhc.com
Claims	Provider Services 844-284-0146	Provider Services 844-284-0146	Provider Services 844-284-0146
Care Coordination	Primary: Member Services 844-752-9434	Primary: Member Services 844-752-9434	Primary: Member Services 844-752-9434
	Escalation: Amber McMillan 952-406-6275 amber_mcmillan@uhc.com	Escalation: Amber McMillan 952-406-6275 amber_mcmillan@uhc.com	Escalation: : Saffie Quarshie 763-361-3430 saffie quarshie@uhc.com

DD Waivers Residential Providers	Tidewater	Central	Charlottesville/Western
Care Coordination	Member Services: 844-752-9434	Member Services: 844-752-9434	Member Services: 844-752-9434
Escalation Contact	Megan Smith 804-201-5007 megan_I_smith@uhc.com	Megan Smith 804-201-5007 megan_l_smith@uhc.com	Megan Smith 804-201-5007 megan_l_smith@uhc.com
DD Waivers Residential Providers	Roanoke/Alleghany	Southwest	Northern/Winchester
Care Coordination	Member Services: 844-752-9434	Member Services: 844-752-9434	Member Services: 844-752-9434
Escalation Contact	Megan Smith 804-201-5007 megan I smith@uhc.com	Megan Smith 804-201-5007 megan I smith@uhc.com	Megan Smith 804-201-5007 megan smith@uhc.com

ARTS	Tidewater	Central	Charlottesville/Western
Contracting	Provider Express	Provider Express	Provider Express
	https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	https://public.providerexpress.com/content/ope- provexpr/us/en/our-network.html	https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html
Credentialing	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html
Authorizations	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
Claims	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484
Care Coordination	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
ARTS	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Express https://public.providerexpress.com/content/ope- provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope- provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope- provexpr/us/en/our-network.html
Credentialing	Provide Express https://public.providerexpress.com/content/ope-provexpr/us/en.htm	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html
Authorizations	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
Claims	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484
Care Coordination	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers

Behavioral Health Services	Tidewater	Central	Charlottesville/Western
Contracting	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html
Credentialing	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html
Authorizations	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
Claims	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484
Care Coordination	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
Behavioral Health Services	Roanoke/Alleghany	Southwest	Northern/Winchester
Contracting	Provider Express https://public.providerexpress.com/content/ope- provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en/our-network.html
Credentialing	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html	Provider Express https://public.providerexpress.com/content/ope-provexpr/us/en.html
Authorizations	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers
Claims	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484	Optum Provider Service Line-1-877-614-0484
Care Coordination	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers	1-844-752-9434- Members 1-844-284-0146- Providers