

Behavioral Health Home (BHH) services

Managed Care Organization (MCO) Contact Information

Contents

How to use this directory	2
Minnesota Senior Health Options (MSHO)	3
BluePlus	3
HealthPartners.....	3
Itasca Medical Care	4
Medica	4
PrimeWest.....	5
South Country Health Alliance	6
UCare	6
Minnesota Senior Care Plus (MSC+).....	7
BluePlus	7
HealthPartners.....	8
Itasca Medical Care	8
Medica	9
PrimeWest.....	10
South Country Health Alliance	10
UCare	11
Special Needs Basic Care (SNBC)	11
HealthPartners.....	12
Medica	13
Hennepin Health.....	13
PrimeWest.....	14
South Country Health Alliance	14
UCare	15
Families and Children (PMAP and MinnesotaCare)	154
BluePlus	165
HealthPartners.....	16
Itasca Medical Care	176
Hennepin Health.....	17
Medica.....	16
PrimeWest.....	187
South Country Health Alliance	187
UCare	198
UnitedHealthcare.....	18
Additional Resources.....	20

How to use this directory

For each product and provider listed, you will find contact information for the following:

- Provider Directory
- Notification
 - Fax or email a copy of the Determination of Eligibility for BHH Services (DHS-4797) to notify the managed care organization (MCO) that an enrollee has begun or ended behavioral health home (BHH) services
- BHH Services Contact
 - Call, email or fax to the designated contact if you need to do the following:
 - Tell the MCO that an enrollee has been hospitalized
 - Tell the MCO that an enrollee has received care in an emergency department
 - Determine if an enrollee has been assigned an MCO case manager or care coordinator
 - Communicate about an enrollee's care plan(s) when they have an assigned case manager or care coordinator through the MCO
 - Address a billing issue not resolved through Provider Help Desk
 - Ask questions about contracting with the MCO
- Provider Services
 - Call or email Provider Relations if you need to do the following:
 - Address a problem with service authorization for a covered service other than BHH services
 - Address a billing issue
 - Identify duplicate services (in some cases)
 - Request the contact information for the MCO assigned care coordinator when enrollee's medical condition requires additional support
- Member Services
 - Call or email Member Services if you need to do the following:
 - Find a provider for the enrollee
 - Address a problem with transportation for the enrollee
 - Obtain a new member ID card
 - Ask about prior authorization requirements for specialist care, services, etc.
- Personal Care Assistant (PCA)
- Utilization Management
 - Call or fax to obtain authorization of home care state plan benefits, i.e. skilled nurse visit
- Care Coordination
 - Call this number to obtain the name and contact information for the enrollee's care coordinator
- Other

Minnesota Senior Health Options (MSHO)

BluePlus

BluePlus	MSHO Contact Information
Provider Directory	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
Notification	Medical Management Fax: 651-662-6284
BHH Services Contact	Provider Services: 866-518-8448
Provider Services	866-518-8448
Member Services	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
Personal Care Assistance (PCA)	Medical Management: 800-711-9862 Fax: 651-662-6284
Utilization Management	800-711-9862, fax 651-662-6284
Care Coordination	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013

HealthPartners

HealthPartners	MSHO Contact Information
Provider Directory	Visit HealthPartners MSHO . To search the network, select <i>Find doctors and clinics in our MSHO network</i> in the “Enroll in our HealthPartners MSHO plan” section. For the PDF directory, select <i>Look up locations and pharmacies</i> under “See covered providers and medications” Printed copies are mailed to new members Request a printed copy: <ul style="list-style-type: none"> • Member Services: 952-967-7029 or 888-820-4285 • TTY: 711
Notification	Behavioral Health fax: 952-853-9745
BHH Services Contact	Behavioral Health Triage line: 952-883-7774, toll free: 866-443-0928 Fax: 952-853-9745
Provider Services	For questions on billing and claims, contact Claims Customer Services: 952-883-7699 or 888-663-6464
Member Services	Member Services: 952-967-7029 or 888-820-4285 TTY: 711 Mon. – Fri., 8 a.m. to 6 p.m. To arrange transportation, contact RideCare at 952-883-7400 or 888-288-1439

HealthPartners	MSHO Contact Information
PCA	Call Member Services to request a PCA assessment or PCA services or fax assessments to: 952-853-8744 For questions, call 952-883-6983
Utilization Management	Behavioral Health fax: 952-853-8830 For questions, call: 952-883-7501 Medical Policy fax: 952-853-8712 For questions, call: 952-883-6333
Care Coordination	Care Coordination: 952-883-6983

Itasca Medical Care

Itasca Medical Care	MSHO Contact Information
Provider Directory	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free)
Notification	Member Services fax: 218-327-5545
BHH Services Contact	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Provider Services	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Member Services	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
PCA	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Utilization Management	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Care Coordination	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545

Medica

Medica	MSHO Contact Information
Provider Directory	Mental health or substance use disorder providers – Medica Behavioral Health (MBH): 800-848-8327 Medical providers contact – Medica Customer Service: 952-992-2580 or 888-347-3630
Notification	Medica Behavioral Health (MBH) fax: 855-454-8155
BHH Services Contact	Care coordinator contact information – Medica Customer Service: 952-992-2580 or 888-347-3630.

Medica	MSHO Contact Information
	Contact the member's assigned care coordinator for all other notifications or care plan communication
Provider Services	Medica Behavioral Health (MBH) Provider Relations Customer Service: 877-614-0484 or Medica Behavioral Health (MBH) Provider and Member Customer Service: 800-848-8327 Medical Providers – Medica Provider Service Center (PSC): 800-458-5512
Member Services	Medica Behavioral Health (MBH) Provider & Member Customer Service: 800-848-8327 Medica Customer Service: 952-992-2580 or 888-347-3630
PCA	Contact the member's assigned care coordinator
Utilization Management	Medica Behavioral Health (MBH) Provider & Member Customer Service: 800-848-8327 Medica Customer Service: 952-992-2580 or 888-347-3630
Care Coordination	Medica Customer Service: 952-992-2580 or 888-347-3630
Other	Contact the member's assigned care coordinator

PrimeWest

PrimeWest	MSHO Contact Information
Provider Directory	PrimeWest Health - Provider Manual Provider Contact Center: 866-431 0802
Notification	Submit notification through the PrimeWest Provider Portal at PrimeWest Health - Authorization Utilization Management: 866-431-0803 (phone) 866-431-0804 (fax)
BHH Services Contact	Email: behavioralhealth@primewest.org Phone: 866-431-0801 and ask to be transferred to member's care coordinator or a behavioral health care coordinator.
Provider Services	Provider Contact Center: 866-431-0802
Member Services	Member Services Contact Center: 866-431-0801 (toll free)
PCA	Email: caremanagement@primewest.org Phone: 866-431-0801 and ask to be transferred to member's care coordinator or contact member's care coordinator directly
Utilization Management	Submit notification through the PrimeWest Provider Portal at PrimeWest Health - Authorization

PrimeWest	MSHO Contact Information
	Utilization Management: 866-431-0803 (phone) 866-431-0804 (fax)
Care Coordination	Member Services Contact Center: 866-431-0801 (toll free)
Other	For any other questions, call 888-588-4420

South Country Health Alliance

South Country Health Alliance	MSHO Contact Information
Provider Directory	South Country Health Alliance Provider Directory Member Services: 866-567-7242 (toll free)
Notification	Becky Ziller, Behavioral Health Professional <ul style="list-style-type: none"> • Phone: 507-431-6394, • Fax: 507-431-6329, • Email: bziller@mnscha.org
BHH Services Contact	Becky Ziller, Behavioral Health Professional <ul style="list-style-type: none"> • Phone: 507-431-6394, • Fax: 507-431-6329, • Email: bziller@mnscha.org
Provider Services	South Country Provider Contact Center: 888-633-4055
Member Services	Member Services: 866-567-7242
PCA	Contact members assigned care coordinator directly or contact member services for assistance at 866-567-7242.
Utilization Management	Fax notification form (DHS-4797) to 507-431-6329; no authorization required. Utilization Management phone: 888-633-4051
Care Coordination	Member Services: 866-567-7242

UCare

UCare	MSHO Contact Information
Provider Directory	UCare Provider Search
Notification	Mental Health and Substance Use Disorder Services Fax: 612-884-2033 or 855-260-9710 toll free
BHH Services or Care Coordination Contact	Case Management Intake: 612-676-6622, toll free: 866-242-2497, fax: 612-884-2057 Call to determine who is assigned to the member, then directly contact the care coordinator or case manager
Provider Services	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493
Member Services	MSHO Member Services: 612-676-6868, toll free: 866-280-7202

UCare	MSHO Contact Information
PCA	PCA Intake: 612-676-6705, toll free: 877-447-4384, option 2, option 4 PCA fax: 612-884-2094
Utilization Management	No authorization required for BHH, please see notification section above.
Other	Provider related questions and concerns: Provider Assistance Center: 612-676-3300, toll free: 888-531-1493

UnitedHealthcare

UnitedHealthcare	MSHO Contact Information
Provider Directory	United Healthcare Provider Directory
Notification	United Healthcare Sign In
BHH Services Contact	For notification of a hospitalization or emergency department visit: care.coordination@optum.com and include <u>MN Metro</u> in the subject line For provider issues related to enrollees: Provider Services: 877-440-9946 (8 a.m. – 5 p.m. CST, Monday-Friday) For provider issues related to the BHH: mn_metro_bhh@uhc.com
Provider Services	877-440-9946 (8 a.m. - 5 p.m. CST, Monday-Friday)
Member Services	1-855-490-1314 (8 a.m. - 6 p.m. CST, Monday-Friday)
PCA	Please contact the assigned Care Coordinator. If you do not know who the Care Coordinator is please call Member Services.
Utilization Management	877-440-9946 (8 a.m. - 5 p.m. CST, Monday-Friday)
Other	Care Coordination: 888-269-5410 (8 a.m. - 6 p.m. CST, Monday-Friday)

Minnesota Senior Care Plus (MSC+)

BluePlus

BluePlus	MSC+ Contact Information
Provider Directory	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
Notification	Medical Management fax: 651-662-6284
BHH Services Contact	Provider Services: 866-518-8448
Provider Services	866-518-8448
Member Services	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862

BluePlus	MSC+ Contact Information
	MSHO Member Services: 888-740-6013
PCA	Medical Management: 800-711-9862 Fax: 651-662-6284
Utilization Management	800-711-9862, fax 651-662-6284
Care Coordination	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013

HealthPartners

HealthPartners	MSC+ Contact Information
Provider Directory	Visit HealthPartners Public Programs . To search the network, select <i>Explore the MSC+ network</i> under “HealthPartners® Minnesota Senior Care Plus (MSC+).” For the PDF directory, select <i>Print or save the MSC+ network directory (PDF)</i> . Printed copies are mailed to new members Request a printed copy: Member Services: 952-967-7998 or 866-885-8880 TTY: 711
Notification	Behavioral Health Utilization Review fax: 952-853-9745
BHH Services Contact	Behavioral Health Triage line: 952-883-7774, toll free: 866-443-0928 Fax: 952-853-9745
Provider Services	For questions on billing and claims, contact Claims Customer Services: 952-883-7699 or 888-663-6464
Member Services	Member Services: 952-967-7998 or 866-885-8880 TTY: 952-883-6060 or 800-443-0156 Mon. – Fri., 8 a.m. to 6 p.m. To arrange transportation, contact RideCare at 952-883-7400 or 888-288-1439
PCA	Call Member Services to request a PCA assessment or PCA services or fax assessments to: 952-853-8744 For questions, call 952-883-6983
Utilization Management	Medical Policy: Fax to 952-853-8712 For questions, call 952-883-6333
Care Coordination	Care Coordination: 952-883-6983

Itasca Medical Care

Itasca Medical Care	MSC+ Contact Information
Provider Directory	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free)
Notification	Member Services fax: 218-327-5545

Itasca Medical Care	MSC+ Contact Information
BHH Services Contact	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Provider Services	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Member Services	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
PCA	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Utilization Management	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Care Coordination	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545

Medica

Medica	MSC+ Contact Information
Provider Directory	Mental health or substance use disorder providers – Medica Behavioral Health (MBH): 800-848-8327 Medical providers contact – Medica Customer Service: 952-992-2580 or 888-347-3630
Notification	Medica Behavioral Health (MBH) fax: 855-454-8155
BHH Services Contact	Care coordinator contact information – Medica Customer Service: 952-992-2580 or 888-347-3630. Contact the member’s assigned care coordinator for all other notifications or care plan communication
Provider Services	Medica Behavioral Health (MBH) Provider Relations Customer Service: 877-614-0484 or Medica Behavioral Health (MBH) Provider & Member Customer Service: 800-848-8327 Medical providers – Medica Provider Service Center (PSC): 800-458-5512
Member Services	Medica Behavioral Health (MBH) Provider & Member Customer Service: 800-848-8327 Medica Customer Service: 952-992-2580 or 888-347-3630
PCA	Contact the member’s assigned care coordinator
Utilization Management	Medica Behavioral Health (MBH) Provider & Member Customer Service: 800-848-8327 Medica Customer Service: 952-992-2580 or 888-347-3630
Care Coordination	Medica Customer Service: 952-992-2580 or 888-347-3630

Medica	MSC+ Contact Information
Other	Contact the member's assigned care coordinator

PrimeWest

PrimeWest	MSC+ Contact Information
Provider Directory	PrimeWest Health - Provider Manual Provider Contact Center: 866-431-0802
Notification	Submit notification through the PrimeWest Provider Portal at PrimeWest Health - Authorization Utilization Management: 866-431-0803 (phone) 866-431-0804 (fax)
BHH Services Contact	Email: behavioralhealth@primewest.org Phone: 866-431-0801 and ask to be transferred to member's care coordinator or a behavioral health care coordinator.
Provider Services	Provider Contact Center: 866-431-0802
Member Services	Member Services Contact Center: 866-431-0801 (toll free)
PCA	Email: caremanagement@primewest.org Phone: 866-431-0801 and ask to be transferred to member's care coordinator or contact member's care coordinator.
Utilization Management	Submit notification through the PrimeWest Provider Portal at PrimeWest Health - Authorization Utilization Management: 866-431-0803 (phone) 866-431-0804 (fax)
Care Coordination	Member Services Contact Center: 866-431-0801 (toll free)
Other	For any other questions, call 888-588-4420

South Country Health Alliance

South Country Health Alliance	MSC+ Contact Information
Provider Directory	South Country Health Alliance Provider Directory Member Services: 866-567-7242 (toll free)
Notification	Becky Ziller, Behavioral Health Professional <ul style="list-style-type: none"> • Phone: 507-431-6394, • Fax: 507-431-6329, Email address: bziller@mnscha.org
BHH Services Contact	Becky Ziller, Behavioral Health Professional <ul style="list-style-type: none"> • Phone: 507-431-6394,

South Country Health Alliance	MSC+ Contact Information
	<ul style="list-style-type: none"> Fax: 507-431-6329, Email: bziller@mnscha.org
Provider Services	South Country Provider Contact Center: 888-633-4055
Member Services	Member Services: 866-567-7242
PCA	Contact members assigned care coordinator directly or contact member services for assistance at 866-567-7242.
Utilization Management	Fax notification form (DHS-4797) to 507-431-6329; no authorization required. Utilization Management phone: 888-633-4051
Care Coordination	Member Services: 866-567-7242

UCare

UCare	MSC+ Contact Information
Provider Directory	UCare Provider Search
Notification	Mental Health and Substance Use Disorder Services Fax: 612-884-2033 or 855-260-9710 toll free
BHH Services or Care Coordination Contact	Case Management Intake: 612-676-6622, toll free: 866-242-2497, fax: 612-884-2057 Call to determine who is assigned to the member, then directly contact the care coordinator or case manager
Provider Services	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493
Member Services	MSC+ Member Services: 612-676-3200, toll free: 866-203-7225
PCA	PCA Intake: 612-676-6705, toll free: 877-447-4384, option 2, option 4 PCA fax: 612-884-2094
Utilization Management	No authorization required for BHH, please see notification section above.
Other	Provider related questions and concerns: Provider Assistance Center: 612-676-3300, toll free: 888-531-1493

UnitedHealthcare

UnitedHealthcare	MSC+ Contact Information
Provider Directory	United Healthcare Provider Directory
Notification	United Healthcare Sign In
BHH Services Contact	For notification of a hospitalization or emergency department visit: care.coordination@optum.com and include <u>MN Metro</u> in the subject line For provider issues related to enrollees:

UnitedHealthcare	MSC+ Contact Information
	Provider Services: 877-440-9946 (8 a.m. – 5 p.m. CST, Monday-Friday) For provider issues related to the BHH: mn_metro_bhh@uhc.com
Provider Services	877-440-9946 (8 a.m. - 5 p.m. CST, Monday-Friday)
Member Services	1-855-490-1314 (8 a.m. - 6 p.m. CST, Monday-Friday)
PCA	Please contact the assigned Care Coordinator. If you do not know who the Care Coordinator is please call Member Services.
Utilization Management	877-440-9946 (8 a.m. - 5 p.m. CST, Monday-Friday)
Other	Care Coordination: 888-269-5410 (8 a.m. - 6 p.m. CST, Monday-Friday)

Special Needs Basic Care (SNBC)

HealthPartners

HealthPartners	SNBC Contact Information
Provider Directory	Visit HealthPartners Public Programs . To search the network, select <i>Explore the Inspire network</i> under “HealthPartners® Inspire (SNBC).” For the PDF directory, select <i>Print or save the Inspire network directory (PDF)</i> . Printed copies are mailed to new members Request a printed copy: Member Services: 952-967-7998 or 866-885-8880 TTY: 711
Notification	Behavioral Health Utilization Review fax: 952-853-9745
BHH Services Contact:	Behavioral Health Triage line: 952-883-7774, toll free: 866-443-0928 fax: 952-853-9745
Provider Services	For questions on billing and claims, contact Claims Customer Services: 952-883-7699 or 888-663-6464
Member Services	Member Services: 952-967-7998 or 866-885-8880 TTY: 952-883-6060 or 800-443-0156 Mon. – Fri., 8 a.m. to 6 p.m. To arrange transportation, contact RideCare at 952-883-7400 or 888-288-1439
Utilization Management	Medical Policy: Fax to 952-853-8712 For questions, call 952-883-6333
Care Coordination	Care Coordination: 952-883-6983

Medica

Medica	SNBC Contact Information
Provider Directory	Mental health or substance use disorder providers – Medica Behavioral Health (MBH): 800-848-8327 Medical providers contact – Medica Customer Service: 952-992-2580 or 888-347-3630
Notification	Medica Behavioral Health (MBH) fax: 855-454-8155
BHH Services Contact	Care coordinator contact information – Medica Customer Service: 952-992-2580 or 888-347-3630. Contact the member’s assigned care coordinator for all other notifications or care plan communication
Provider Services	Medica Behavioral Health (MBH) Provider Relations Customer Service: 877-614-0484 or Medica Behavioral Health (MBH) Provider & Member Customer Service: 800-848-8327 Medical providers – Medica Provider Service Center (PSC): 800-458-5512
Member Services	Medica Behavioral Health (MBH) Provider & Member Customer Service: 800-848-8327 Medica Customer Service: 952-992-2580 or 888-347-3630
PCA	Contact the member’s assigned care coordinator
Utilization Management	Medica Behavioral Health (MBH) Provider & Member Customer Service: 800-848-8327 Medica Customer Service: 952-992-2580 or 888-347-3630
Care Coordination	Medica Customer Service: 952-992-2580 or 888-347-3630

Hennepin Health

Hennepin Health	SNBC Contact Information
Provider Directory	Provider Services: 800-647-0550 or find provider information on our Hennepin Health website
Notification	Utilization Management: 612-596-1504, fax: 612-677-6222
BHH Services Contact	Annette Baumann <ul style="list-style-type: none"> • Phone: 612-543-1619 and 612-596-0722 • Annette.Baumann@hennepin.us • fax: 612-677-6222
Provider Services	Provider Services: 800-647-0550
Member Services	SNBC: 612-596-1036 (800-647-0550), TTY 711 or 800-627-3529 Hennepin Health: 612-596-1036
Utilization Management	Utilization Management: 612-596-1504, fax: 612-677-6222
Care Coordination	Member Services, Hennepin Health: 612-596-1036

PrimeWest

PrimeWest	SNBC Contact Information
Provider Directory	PrimeWest Health - Provider Manual Provider Contact Center: 866-431-0802
Notification	Submit notification through the PrimeWest Provider Portal at PrimeWest Health - Authorization Utilization Management: 866-431-0803 (phone) 866-431-0804 (fax)
BHH Services Contact	Email: behavioralhealth@primewest.org Phone: 866-431-0801 and ask to be transferred to member's care coordinator or a behavioral health care coordinator.
Provider Services	Provider Contact Center: 866-431-0802
Member Services	Member Services Contact Center: 612-596-1036 (800-647-0550), TTY 711 or 800-627-3529
Utilization Management	Submit notification through the PrimeWest Provider Portal at PrimeWest Health - Authorization Utilization Management: 866-431-0803 (phone) 866-431-0804 (fax)
Care Coordination	Member Services Contact Center: 866-431-0801 (toll free)
Other	For any other questions, call 888-588-4420

South Country Health Alliance

South Country Health Alliance	SNBC Contact Information
Provider Directory	South Country Health Alliance Provider Directory Member Services: 866-567-7242 (toll free)
Notification	Becky Ziller, Behavioral Health Professional <ul style="list-style-type: none"> • Phone: 507-431-6394, • Fax: 507-431-6329, • Email address: bziller@mnscha.org
BHH Services Contact	Becky Ziller, Behavioral Health Professional <ul style="list-style-type: none"> • Phone: 507-431-6394, • Fax: 507-431-6329, • Email: bziller@mnscha.org
Provider Services	South Country Provider Contact Center: 888-633-4055
Member Services	Member Services: 866-567-7242
Utilization Management	Fax notification form (DHS-4797) to 507-431-6329; no authorization required. Utilization Management phone: 888-633-4051

South Country Health Alliance	SNBC Contact Information
Care Coordination	Member Services at 866-567-7242

UCare

UCare	SNBC Contact Information
Provider Directory	UCare Provider Search
Notification	Mental Health and Substance Use Disorder Services fax: 612-884-2033 or 855-260-9710 toll free
BHH Services or Care Coordination Contact	Care Navigation Line: 612-676-6502, toll free: 877-903-0062 Call to determine who is assigned to the member, then directly contact the care coordinator or case manager
Provider Services	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493
Member Services	Connect (SNBC) Member Services: 612-676-3395, toll free: 877-903-0061
Utilization Management	No authorization required for BHH, please see notification section above.
Other	Provider related questions and concerns: Provider Assistance Center: 612-676-3300, toll free: 888-531-1493

UnitedHealthcare

UnitedHealthcare	SNBC Contact Information
Provider Directory	United Healthcare Provider Directory
Notification	United Healthcare Sign In
BHH Services Contact	For notification of a hospitalization or emergency department visit: care.coordination@optum.com and include <u>MN Metro</u> in the subject line For provider issues related to enrollees: Provider Services: 877-440-9946 (8 a.m. – 5 p.m. CST, Monday-Friday) For provider issues related to the BHH: mn_metro_bhh@uhc.com
Provider Services	877-440-9946 (8 a.m. - 5 p.m. CST, Monday-Friday)
Member Services	855-490-1314 (8 a.m. - 6 p.m. CST, Monday-Friday)
PCA	Please contact the assigned Care Coordinator. If you do not know who the Care Coordinator is please call Member Services.
Utilization Management	877-440-9946 (8 a.m. - 5 p.m. CST, Monday-Friday)
Other	Care Coordination: 888-269-5410 (8 a.m. - 6 p.m. CST, Monday-Friday)

Families and Children (PMAP and MinnesotaCare)

BluePlus

BluePlus	Families and Children Contact Information
Provider Directory	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
Notification	Medical Management fax: 651-662-6284
BHH Services Contact	Provider Services: 866-518-8448
Provider Services	866-518-8448
Member Services	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013
Utilization Management	800-711-9862, fax 651-662-6284
Other	PMAP, MinnesotaCare, MSC+ Member Services: 800-711-9862 MSHO Member Services: 888-740-6013

HealthPartners

HealthPartners	Families and Children Contact Information
Provider Directory	Visit HealthPartners Public Programs . To search the network, select either <i>Explore the PMAP network</i> or <i>Explore the MinnesotaCare network</i> by clicking the plus sign next to their title. For the PDF directory, select either <i>Print or save the PMAP network directory (PDF)</i> or <i>Print or save the MinnesotaCare 2022 network directory (PDF)</i> . Printed copies are mailed to new members Request a printed copy: Member Services: 952-967-7998 or 866-885-8880 TTY: 711
Notification	Behavioral Health Utilization Review fax: 952-853-9745
BHH Services Contact	Behavioral Health Triage Line: 952-883-7774, toll free: 866-443-0928 Fax: 952-853-9745
Provider Services	For questions on billing and claims, contact Claims Customer Services: 952-883-7699 or 888-663-6464
Member Services	Member Services: 952-967-7998 or 866-885-8880 TTY: 952-883-6060 or 800-443-0156

HealthPartners	Families and Children Contact Information
	Mon. – Fri., 8 a.m. to 6 p.m. To arrange transportation, contact RideCare at 952-883-7400 or 888-288-1439
Utilization Management	925-883-6333 Medical Policy fax to: 952-853-8712
Other	To refer members to Disease, Case and Lifestyle Management programs, complete the referral form on the Provider Portal

Itasca Medical Care

Itasca Medical Care	Families and Children Contact Information
Provider Directory	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free)
Notification	Member Services fax: 218-327-5545
BHH Services Contact	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Provider Services	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Member Services	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545
Utilization Management	Member Services: 218-327- 6188 (local), 800-843-9536 (toll free) Member Services fax: 218-327-5545

Hennepin Health

Hennepin Health	Families and Children Contact Information
Provider Directory	Provider Services: 800-647-0550 or find provider information on our Hennepin Health website
Notification	Utilization Management: 612-596-1504, fax: 612-677-6222
BHH Services Contact	Molly Hoff <ul style="list-style-type: none"> • Phone: 612-543-4249 and 612-385-2401 • Phone back up 612-348-8400 • Molly.hoff@hennepin.us • Fax: 612-336-1370
Provider Services	Provider Services: 800-647-0550
Member Services	Member Services, Hennepin Health: 612-596-1036
Utilization Management	Utilization Management: 612-596-1504, fax: 612-677-6222
Other	Member Services, Hennepin Health: 612-596-1036

Medica

Medica	Families and Children Contact Information
Provider Directory	ProviderExpress
Notification	Medica Behavioral Health (MBH) fax: 855-454-8155
BHH Services Contact	Jane Wilka-Pauly 855-624-7622 x65959 Diane Hartung 952-205-2783
Provider Services	800-458-5512
Member Services	Medica Behavioral Health (MBH) Provider & Member Customer Service: 800-848-8327
Utilization Management	Medica Behavioral Health (MBH) Provider & Member Customer Service: 800-848-8327
Other	Rebecca Spartz at Rebecca.Spartz@medica.com

PrimeWest

PrimeWest	Families and Children Contact Information
Provider Directory	PrimeWest Health - Provider Manual Provider Contact Center: 866-431-0802
Notification	Submit notification through the PrimeWest Provider Portal at PrimeWest Health - Authorization Utilization Management: 866-431-0803 (phone) 866-431-0804 (fax)
BHH Services Contact	866-431-0801 and ask to be transferred to member's care coordinator or a behavioral health care coordinator.
Provider Services	Provider Contact Center: 866-431-0802
Member Services	Member Services Contact Center: 866-431-0801 (toll free)
Utilization Management	Submit notification through the PrimeWest Provider Portal at PrimeWest Health - Authorization Utilization Management: 866-431-0803 (phone) 866-431-0804 (fax)
Other	For any other questions, call 888-588-4420

South Country Health Alliance

South Country Health Alliance	Families and Children Contact Information
Provider Directory	South Country Health Alliance Provider Directory

South Country Health Alliance	Families and Children Contact Information
	Member Services: 866-567-7242 (toll free)
Notification	Becky Ziller, Behavioral Health Professional <ul style="list-style-type: none"> • Phone: 507-431-6394, • Fax: 507-431-6329, • Email address: bziller@mnscha.org
BHH Services Contact	Becky Ziller, Behavioral Health Professional <ul style="list-style-type: none"> • Phone: 507-431-6394, • Fax: 507-431-6329, • Email: bziller@mnscha.org
Provider Services	South Country Provider Contact Center: 888-633-4055
Member Services	Member Services: 866-567-7242
Utilization Management	Fax notification form (DHS-4797) to 507-431-6329; no authorization required. Utilization Management phone: 888-633-4051

UCare

UCare	Families and Children Contact Information
Provider Directory	UCare Provider Search
Notification	Mental Health and Substance Use Disorder Services Fax: 612-884-2033 or 855-260-9710 toll free
BHH Services or Case Management Contact	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493 Call to determine who is assigned to the member, then directly contact the care coordinator or case manager
Provider Services	Provider Assistance Center: 612-676-3300, toll free: 888-531-1493
Member Services	PMAP Member Services: 612-676-3200, toll free: 800-203-7225
Utilization Management	No authorization required for BHH, please see notification section above.
Other	Provider related questions and concerns: Provider Assistance Center: 612-676-3300, toll free: 888-531-1493

UnitedHealthcare

UnitedHealthcare	Families and Children Contact Information
Provider Directory	United Healthcare Provider Directory
Notification	United Healthcare Sign In
BHH Services Contact	For notification of a hospitalization or emergency department visit:

UnitedHealthcare	Families and Children Contact Information
	<p>care.coordination@optum.com and include <u>MN Metro</u> in the subject line</p> <p>For provider issues related to enrollees: Provider Services: 877-440-9946 (8 a.m. – 5 p.m. CST, Monday-Friday)</p> <p>For provider issues related to the BHH: mn_metro_bhh@uhc.com</p>
Provider Services	877-440-9946 (8 a.m. - 5 p.m. CST, Monday-Friday)
Member Services	888-269-5410 (8 a.m. - 6 p.m. CST, Monday-Friday)
PCA	PCA: 888-269-5410 (8 a.m. - 6 p.m. CST, Monday-Friday).
Utilization Management	877-440-9946 (8 a.m. - 5 p.m. CST, Monday-Friday)
Other	Care Coordination: 888-269-5410 (8 a.m. - 6 p.m. CST, Monday-Friday)

Additional Resources

- Please note: Waivers for people with disabilities services are authorized by the person's county of residence or county contracted case managers. Please see the DHS website for more information on [home and community-based service waivers](#).
- [Health Plan Contacts for Care Coordinator or Navigator Information \(DHS-6518A\) \(PDF\)](#)
- [MHCP Managed Care County Advocates and State Ombudsman \(DHS-6666\)](#)
- [DHS Publications, forms, and resources webpage](#)