



# Provider Manual updates

## UnitedHealthcare Community Plan of New York Provider Manual

This document provides a summary of key updates made to the provider manual. Please refer to the UnitedHealthcare Community Plan of New York Provider Manual for complete details related to the updates listed here.

The complete provider manual is available at [UHCdental.com/medicaid](https://UHCdental.com/medicaid).

### June 6, 2025 Updates summary

#### Section 1 Introduction

- Updated Required Training language

#### Section 3.12 Change of address, phone number, email address, fax or tax identification number

- Updated mail queue to 400-Provider Services

#### Section 6.5 Addressing the opioid epidemic

- Updated hyperlink to CDC guidelines for opioid prevention overdose
- Deleted COVID-19 information and resources

#### Section 8.3 Peer to peer request prior to appeal

- Added Section 8.3 Peer to Peer Request prior to Appeal

#### Section 8.5 Cultural competency

- Updated hyperlink in cultural competency section
- Added language for required cultural competency training

#### Section 9.5 Overpayment

- Deleted “e.g., ACC, DD, ALTCS, EPD” from Member identification number

#### Appendix B.2 Benefit grid

- Added paragraph to explain prior authorization
- Updated MAP benefit grid
- Updated HARP and MMC benefit grid

## Appendix B.2 Benefit grid (cont.)

- Updated CHP benefit grid
- Updated EPP 1, 2 benefit grid
- Updated EPP 3, 4 benefit grid



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