

UnitedHealthcare Community Plan Quick Reference Guide (as of Oct. 1, 2019)

Including where to submit claims for physical and behavioral health, contracted lab and Durable Medical Equipment companies, transportation contacts, service numbers and crisis lines.

	AHCCCS Complete Care	Developmental Disabilities (DD)	Long-Term Care	UnitedHealthcare Dual Complete® (HMO SNP) and UnitedHealthcare Dual Complete® ONE (HMO SNP)
Prior Authorization	UHCprovider.com/paan or 866-604-3267	UHCprovider.com/paan or 866-604-3267	UHCprovider.com/paan or 602-255-8913 or 800-377-2055	UHCprovider.com/paan or 866-604-3267
Rx Prior Authorization	800-310-6826 or AZcommunityplan > Pharmacy Resources & Physician Administered Drugs	800-310-6826 or AZcommunityplan > Pharmacy Resources & Physician Administered Drugs	800-310-6826 or AZcommunityplan > Pharmacy Resources & Physician Administered Drugs	800-711-4555 or AZcommunityplan > Pharmacy Resources & Physician Administered Drugs
Submit Claims	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com Behavioral Health (BH) Claims: Optum P.O. Box 30760 Salt Lake City, UT 84130-0760	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com BH Claims: Optum P.O. Box 30760 Salt Lake City, UT 84130-0760	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com BH Claims: Optum P.O. Box 30760 Salt Lake City, UT 84130-0760	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com BH Claims: Optum P.O. Box 30760 Salt Lake City, UT 84130-0760
Lab	LabCorp: Labcorp.com	LabCorp: Labcorp.com	LabCorp: Labcorp.com	LabCorp: Labcorp.com
Durable Medical Equipment	Preferred Home Care: 800-636-2123 or PreferredHomecare.com Numotion (for CRS related conditions): 866-248-4839	Preferred Home Care: 800-636-2123 or PreferredHomecare.com Numotion (for CRS related conditions):866-248-4839 Personal Emergency Response System (PERS): Lifeline Systems Company: 1-800-368-2925 American Medical Alert Corp (Connect America): 1-800-215-4206	Multiple providers list located at UHCprovider.com/AZcommunityplan (under Doctor Lookup)	Preferred Home Care: 800-636-2123 or PreferredHomecare.com PERS: Lifeline Systems Company 1-800-368-2925
Prosthetics and Orthotics	Hanger Prosthetics: 800-668-2494 and Pongratz in Phoenix and Tucson	Hanger Prosthetics: 800-668-2494 and Pongratz in Phoenix and Tucson (limitations apply for members over age 21)	UHCprovider.com/AZcommunityplan > Provider Forms, Programs and References	Hanger Prosthetics: 800-668-2494 and Pongratz in Phoenix and Tucson
Vision	NationwideVision.com	NationwideVision.com	NationwideVision.com	NationwideVision.com
Hearing Aids	UHCprovider.com/AZcommunityplan (under Doctor Lookup; covered benefit for members under age 21)	N/A	N/A	EPIC Hearing Aid: 866-956-5400 or epichearing.com
Transportation	MedicalTransportationBrokerageofArizona(MTBA): 888-700-6822	MedicalTransportationBrokerageofArizona(MTBA): 888-700-6822	Medical Transportation Brokerage of Arizona (MTBA): 888-700-6822	24 in Medicare transportation box one-way trip(s) to plan approved location every year
Dental	Claims: P.O. Box 2185, Milwaukee, WI 53201 Provider toll-free: 855-812-9208	Claims: P.O. Box 2185, Milwaukee, WI 53201 Provider toll-free: 855-812-9208	Claims: P.O. Box 2185, Milwaukee, WI 53201 Provider toll-free: 855-812-9208	Claims: P.O. Box 2185, Milwaukee, WI 53201 Provider toll-free: 855-812-9208
Other Important Numbers				
Provider Services	800-445-1638 (8 a.m. – 5 p.m., M–F)	800-445-1638 (8 a.m. – 5 p.m., M–F)	800-293-3740 (8 a.m. – 5 p.m., M–F)	800-445-1638 (8 a.m. – 5 p.m., M–F)
Member Services	800-348-4058, TTY 711 (8 a.m. – 5 p.m., M–F)	800-348-4058, TTY 711 (8 a.m. – 5 p.m., M–F)	800-293-3740 (8 a.m. – 5 p.m., M–F)	877-614-0623, TTY 711 (8 a.m. – 8 p.m., M–F)
Crisis Lines	Northern Arizona: 877-756-4090 Central Arizona: 800-631-1314 Southern Arizona: 866-495-6735	Northern Arizona: 877-756-4090 Central Arizona: 800-631-1314 Southern Arizona: 866-495-6735	Northern Arizona: 877-756-4090 Central Arizona: 800-631-1314 Southern Arizona: 866-495-6735	Northern Arizona: 877-756-4090 Central Arizona: 800-631-1314 Southern Arizona: 866-495-6735

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