

## Care Provider Information

# Quick Reference Guide: Washington D.C. UnitedHealthcare Dual Complete® (PPO D-SNP)

Effective Jan. 1, 2020

Need to contact us? This reference guide provides you with quick access to a variety of helpful resources about the UnitedHealthcare Dual Complete® (PPO D-SNP) Medicare Advantage plan.



### UHCprovider.com, Link and EDI

Use Link and Electronic Data Interchange (EDI) to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To learn more about using Link and EDI, please visit [UHCprovider.com/link](https://UHCprovider.com/link) and [UHCprovider.com/edi](https://UHCprovider.com/edi).



### Provider Services

Phone: 877-842-3210

- Confirm member eligibility and benefits.
- Provide care coordination notification.
- Check claims status.
- Request prior authorization.
- Update facility/practice data.
- Submit a reconsideration request.

Representatives are available weekdays, 8 a.m. – 8 p.m. (except major holidays).



### Network Referrals

Online: [UHCprovider.com](https://UHCprovider.com) > Find Dr. > Search for a Provider > Medical Directory > Medicare Plans > UnitedHealthcare Dual Complete®

Phone: 877-842-3210

To submit a behavioral health service referral, please call 877-842-3210.



### Eligibility and Benefits

Please use the eligibilityLink tool at [UHCprovider.com/eligibilityLink](https://UHCprovider.com/eligibilityLink), EDI 270/271 transactions or call 877-842-3210.



### Prescription Drugs

Formulary List

Online: [UHCprovider.com/DCDSNP](https://UHCprovider.com/DCDSNP) > Dual Complete Medicare Advantage Pharmacy Formulary



### Prior Authorization Requests

Online: [UHCprovider.com/paan](https://UHCprovider.com/paan)

Phone: 877-842-3210



### Claims Management and Reconsideration

Please use the claimsLink tool at [UHCprovider.com/claimsLink](https://UHCprovider.com/claimsLink) or call 877-842-3210.

### Claims Submission

Payer ID: 87726

**Electronic Claims:** Please submit claims within 180 days of service, or the time frame in your participation agreement. Claims can be filed as an EDI 837 transaction or by using the Claims Submission tool in Link.

### Paper Claims:

#### Please mail claims to:

UnitedHealthcare Community Plan  
Washington, D.C.  
P.O. Box 31350  
Salt Lake City, UT 84131

### Appeals Submission

#### Mail formal appeals to:

UnitedHealthcare Community Plan  
Washington, D.C.  
Attention: Provider Dispute  
P.O. Box 31364  
Salt Lake City, UT 84131-0364



### Model of Care Training

Please complete the required Model of Care training at [UHCprovider.com](https://UHCprovider.com) > Menu > Resource Library > Training > Special Needs Model of Care Training for Providers.



### Other Resources

For more information, please contact your Provider Advocate or visit [UHCprovider.com/DCcommunityplan](https://UHCprovider.com/DCcommunityplan) > UnitedHealthcare Dual Complete® Special Needs Plans.

## Key Contacts for Additional Benefits



### Dental

Phone: 877-842-3210  
Monday – Friday, 8 a.m. – 8 p.m.  
Online: UHCproviders.com



### Vision (MARCH®)

Phone: 844-366-2724  
Monday – Friday, 8 a.m. – 5 p.m.  
Online: marchvisioncare.com



### Non-Emergent Transportation (LogistiCare®)

Phone: 866-418-9812  
Monday – Friday, 8 a.m. – 5 p.m.  
Online: logisticare.com



### Health Products Benefit (FirstLine Medical)

Phone: 800-933-2914  
Monday – Friday, 8 a.m. – 8 p.m.  
Saturday, 8 a.m. – 5 p.m.  
Online: healthproductsbenefit.com



### NurseLine

Phone: 877-440-9407  
7 days a week, 24 hours a day



### Personal Emergency Response System

Phone: 800-368-2925  
Monday – Friday, 6:30 a.m. – 4:30 p.m.  
Online: lifeline.philips.com



### Meal Program

Phone: 855-428-6667  
Monday – Friday, 8 a.m. – 7 p.m.  
Online: momsmeals.com



### Virtual Doctor Visits

Phone: 855-635-1393  
7 days a week, 24 hours a day  
Online: amwell.com



### Behavioral Health

Phone: 877-842-3210  
Monday – Friday, 8 a.m. – 8 p.m.  
Online: providerexpress.com  
Virtual Visits Phone: 877-614-0484



### UnitedHealthcare® At Home

Phone: 877-842-3210  
Monday – Friday, 8 a.m. – 8 p.m.

## Sample Cards

### UnitedHealthcare Dual Complete®

Community Plan  
 Health Plan (80840): 999-99999-99  
 Member ID: 999999999 Group Number: 09011  
 Member: SUBSCRIBER BROWN  
 Payer ID: 87726  
 PCP Name: DR. PROVIDER BROWN  
 PCP Phone: (999)999-9999  
 Prescription Drug Coverage  
 Rx Bin: 999999  
 Rx Grp: XXXXXXXX  
 Rx PCN: 9999  
 H2228 BPF# 045 UnitedHealthcare Dual Complete® (PPO D-SNP)

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### Medicaid

Washington, DC  
**Medical Insurance**  
 Sex: F Ins. C. Case: 99999999  
 Name: SUBSCRIBER BROWN  
 DOB: 99 99 9999  
**9999999999**  
 The "M" Card: Covering 1 in 4 DC Residents

### Medicare

MEDICARE HEALTH INSURANCE  
 Name/Nombre: JOHN L SMITH  
 Medicare Number/Número de Medicare: 1EG4-TE5-MK72  
 Entitled to/Con derecho a: HOSPITAL (PART A) MEDICAL (PART B)  
 Coverage starts/Cobertura empieza: 01-01-2020 01-01-2020

Customer Service Hours: 8 a.m. to 8 p.m. local time, 7 days a week

**For Members**  
 Website: www.UHCCommunityPlan.com  
 Customer Service: SEE YOUR CARD TTY 711  
 Mental Health: SEE YOUR CARD TTY 711

**For Providers** UHCprovider.com 999-999-9999  
 Medical Claim Address: PO Box 12345, Anywhere, USA

**Pharmacy Claims** PO Box 12345, Anywhere, USA  
**For Pharmacists** 999-999-9999

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