

## Care Provider Information

# Quick Reference Guide: North Carolina UnitedHealthcare Dual Complete® (HMO POS 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® (HMO POS 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: 844-368-7151

- 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. – 6 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: 844-368-7151

To submit a behavioral health service referral, please call 844-368-7151.



### Eligibility and Benefits

Please use the eligibilityLink tool at [UHCprovider.com/eligibilityLink](https://UHCprovider.com/eligibilityLink), EDI 270/271 transactions or call 844-368-7151.



### Prescription Drugs

Formulary List

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



### Prior Authorization Requests

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

Phone: 888-368-7151



### Claims Management and Reconsideration

Please use the claimsLink tool at [UHCprovider.com/claimsLink](https://UHCprovider.com/claimsLink) or call 888-368-7151.

### 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  
North Carolina  
P.O. Box 5220  
Kingston, NY 12402-5240

### Appeals Submission

#### Mail formal appeals to:

UnitedHealthcare Community Plan  
North Carolina  
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/NCcommunityplan](https://UHCprovider.com/NCcommunityplan) > UnitedHealthcare Dual Complete® Special Needs Plans.

## Key Contacts for Additional Benefits



### Dental

Phone: 844-368-7151  
Monday – Friday, 8 a.m. – 6 p.m.  
Online: UHCproviders.com



### Vision (UnitedHealthcare Vision®)

Phone: 800-638-3120  
Monday – Friday, 7 a.m. – 10 p.m.  
Saturday, 8 a.m. – 5:30 p.m.  
Online: UHCprovider.com



### Behavioral Health

Phone: 844-368-7151  
Monday – Friday, 8 a.m. – 6 p.m.  
Online: providerexpress.com  
Virtual Visits Phone: 877-614-0484



### Non-Emergent Transportation (LogistiCare®)

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



### Hearing

Phone: 855-523-9355  
Monday – Friday, 9 a.m. – 9 p.m.  
Online: UHChearing.com



### NurseLine

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



### Meal Program

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



### Personal Emergency Response System

Phone: 800-368-2925  
Monday – Friday, 8:30 a.m. – 6:30 p.m.  
Online: lifeline.philips.com



### Virtual Doctor Visits

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



### Fitness Benefit

Online: myrenewactive.com

## Sample Cards

### UnitedHealthcare Dual Complete®

Health Plan (80840): 999-99999-99	Community Plan
Member ID: 999999999	Group Number: NCDSNP
Member: SUBSCRIBER BROWN	
PCP Name: DR. PROVIDER BROWN	Payer ID: 87726
PCP Phone: (999)999-9999	
Rx Bin: 999999	
Rx Grp: XXXXXXXX	
Rx PCN: 9999	
<small>H5253 PBP# 041</small>	
<small>UnitedHealthcare Dual Complete® (HMO POS D-SNP)</small>	

### Medicaid

ANNUAL MEDICAID IDENTIFICATION CARD	
LME MCO: 800-888-8888	
JOHN Q. PUBLIC ADDRESS CITY, NC 12345	
Recipient Signature _____ (Not valid unless signed)	
<small>USE OF THIS CARD BY ANYONE NOT LISTED ON THE CARD IS FRAUD AND IS PUNISHABLE BY A FINE, IMPRISONMENT OR BOTH</small>	

### Medicare

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

Doc#: PCA-1-015768-05072019\_06052019

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CST25572\_H5253-041