

# Quick Reference Guide

Agent Information | Arizona | UnitedHealthcare Dual Complete® ONE (HMO D-SNP) H0321-004

**Service areas include:** Apache, Coconino, Gila, Maricopa, Mohave, Navajo, Pinal, Yavapai

## Agent Tools/Marketing Support

### Producer Help Desk (PHD)

Phone: **1-888-381-8581**

7 a.m. – 9 p.m. CT, Monday – Friday

Email: [phd@uhc.com](mailto:phd@uhc.com)

Contact the Producer Help Desk (PHD) if you are looking for producer portal access, enrollment kits, customer eligibility or application status.

### Jarvis

Online: [UHCJarvis.com](http://UHCJarvis.com)

Jarvis is the go-to for all support resources like UnitedHealthcare Toolkit, LEAN, training, prescription drug list, provider look-up and more.

### UnitedHealthcare Toolkit Support

Phone: **1-877-249-5419**

8 a.m. – 5 p.m. CT, Monday – Friday

Email: [customerservice@uhcagenttoolkit.com](mailto:customerservice@uhcagenttoolkit.com)

Contact if you need help navigating the website or customizing your marketing material.

### Compliance

Email: [compliance\\_questions@uhc.com](mailto:compliance_questions@uhc.com)

For questions or to report a non-compliant activity.

## Provider Information

### Provider Lookup

Online: [UHCprovider.com](http://UHCprovider.com)

### Claim Submissions

Electronic: 03432

Hard Copy: UnitedHealthcare Community Plan

Arizona

P.O. Box 5290

Kingston, NY 12402-5290

## Enrollment Support

### Product Information

Online: [UHCCommunityPlan.com](http://UHCCommunityPlan.com)

### UnitedHealthcare Enrollment

Fax: **1-501-262-7070**

### Application Cancellation and Withdrawals

Phone: **1-888-867-5554**

Agent is **NOT** permitted to assist members on call.

### Medicaid Eligibility

FBDE WITH UHC LTC, QMB PLUS WITH UHC LTC,  
SLMB PLUS WITH UHC LTC

## Member Support

### Customer Service

Phone: **1-877-614-0623**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

Online: [UHCCommunityPlan.com](http://UHCCommunityPlan.com)

### Member Portal

Online: [myuhc.com/CommunityPlan](http://myuhc.com/CommunityPlan)

Help your members register their secure website to access plan information, benefits, search providers, print/view ID cards and more.

## Benefit Contact Information

### Behavioral Health

Phone: **1-877-614-0623**

24 hours a day, 7 days a week

Online: [VirtualVisitsMentalHealth.UHC.com](http://VirtualVisitsMentalHealth.UHC.com)

### Dental

Phone: **1-877-614-0623**, TTY 711

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

Online: [www.myuhc.com/CommunityPlan](http://www.myuhc.com/CommunityPlan)

### OTC Benefit

#### FirstLine – Debit Card

Phone: **1-844-368-7171**, TTY 711

8 a.m. – 8 p.m., local time,

7 days a week, October – March;

Monday – Saturday, April – September

Online: [ShopFirstLineBenefits.com](http://ShopFirstLineBenefits.com)

### Healthy Food Benefit

#### Solutran

Phone: **1-855-473-4369**, TTY 711

8 a.m. – 8 p.m., local time,

7 days a week, October – March;

Monday – Saturday, April – September

Online: [HealthyBenefitsPlus.com/HWPCard](http://HealthyBenefitsPlus.com/HWPCard)



## Benefit Contact Information (continued)

### Nationwide Vision

Phone: **1-877-614-0623**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

### Non-Emergent Transportation (MTBA )

Phone: **1-888-700-6822**

8 a.m. – 5 p.m., Monday – Friday

### Hearing

Phone: **1-877-614-0623**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

Online: [www.myuhc.com/CommunityPlan](http://www.myuhc.com/CommunityPlan)

### Personal Emergency Response System

Phone: **1-855-596-7612**

8 a.m. – 8:30 p.m. ET, Monday – Friday

9 a.m. – 5:30 p.m. ET, Saturday

Online: [www.lifeline.philips.com/UHCMedicare](http://www.lifeline.philips.com/UHCMedicare)

### Fitness Benefit

Online: [myrenewactive.com](http://myrenewactive.com)

### Meal Program

Phone: **855-428-6667**

5 a.m. – 4 p.m., Monday – Friday

Online: [momsmeals.com](http://momsmeals.com)

### Virtual Doctor Visits

Phone: **1-877-614-0623**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

Online: [www.amwell.com/cm](http://www.amwell.com/cm)

### Routine Chiropractic

Phone: **800-873-4575**

5 a.m. – 5 p.m., Monday – Friday

Online: [myoptumhealthphysicalhealth.com](http://myoptumhealthphysicalhealth.com)

### NurseLine

Phone: **1-877-440-9407**

24 hours a day, 7 days a week

For Agent Use Only. This communication is not for distribution as a marketing material to the general public.

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## Prescription Drug Information

### Formulary Lookup

Online: [UHCCCommunityPlan.com](http://UHCCCommunityPlan.com)

### Prescriptions – Mail Order



Phone: **1-877-889-6358**, TTY 711

24 hours a day, 7 days a week

Online: [OptumRx.com](http://OptumRx.com)


## Sample Member ID Card

### UnitedHealthcare Community Plan

	Health Plan (80840): 999-99999-99
Member ID: 999999999	Group Number:
Member: SUBSCRIBER BROWN	Payer ID:
PCP Name: DR. PROVIDER BROWN PCP Phone: (999)999-9999	

## Sample Eligibility Cards

### Medicare

	<b>MEDICARE HEALTH INSURANCE</b>		
Name/Nombre	<b>JOHN L SMITH</b>		
Medicare Number/Número de Medicare	<b>1EG4-TE5-MK72</b>		
Entitled to/Con derecho a	<b>HOSPITAL (PART A)</b>	Coverage starts/Cobertura empieza	<b>01-01-2019</b>
	<b>MEDICAL (PART B)</b>		<b>01-01-2019</b>

### Arizona Medicaid

	<b>ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM</b>
*****	
<i>MEMBER IDENTIFICATION CARD</i>	
Member Name:	SUBSCRIBER BROWN
AHCCCS ID#:	A99999999
HEALTH CENTER NAME	PROVIDER BROWN
	123 MAIN ST, ANYTOWN (999) 999-9999

