

# Quick Reference Guide

Agent Information | California | UnitedHealthcare Dual Complete® (HMO D-SNP) H1375-002

Service areas include: Fresno, Kings, Madera

## 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: 87726

Hard Copy: UnitedHealthcare Community Plan  
California  
P.O. Box 81348  
Salt Lake City, UT 84131-0348

## 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

QMB Plus, SLMB Plus, FBDE

## Member Support

### Customer Service

Phone: **1-800-933-4017**

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: **1-800-933-4017**

24 hours a day, 7 days a week

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

### Dental

Phone: **1-800-933-4017**, 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

#### Solutran – Catalog

Phone: **1-833-845-8798**, 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)

### Vision (UnitedHealthcare Vision®)

Phone: **1-800-933-4017**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September



## Benefit Contact Information (continued)

### Non-Emergent Transportation (LogistiCare®)

Phone: **1-866-418-9812**,  
8 a.m. – 5 p.m., Monday – Friday  
Online: **logisticare.com**

### Hearing

Phone: **1-800-933-4017**  
8 a.m. – 8 p.m.  
7 days a week, October – March;  
Monday – Friday, April – September  
Online: **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**

### Fitness Benefit

Online: **myrenewactive.com**

### Meal Program

Phone: **855-428-6667**  
5 a.m. – 4 p.m., Monday – Friday  
Online: **momsm meals.com**

### Virtual Doctor Visits

Phone: **1-800-933-4017**  
8 a.m. – 8 p.m.  
7 days a week, October – March;  
Monday – Friday, April – September  
Online: **www.amwell.com/cm**

### Routine Chiropractic

Phone: **800-873-4575**  
5 a.m. – 5 p.m., Monday – Friday  
Online: **myoptumhealthphysicalhealth.com**

### NurseLine

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

## Prescription Drug Information

### Formulary Lookup



Online: **UHCCCommunityPlan.com**

### Prescriptions – Mail Order

Phone: **1-877-889-6358**, TTY 711  
24 hours a day, 7 days a week  
Online: **OptumRx.com**


## Sample Member ID Card

### UnitedHealthcare Community Plan

|   |   |
|---|---|
|  |   |
| Health Plan (80840): 999-99999-99   |   |
| Member ID: 999999999  | Group Number:   |
| Member:<br>SUBSCRIBER BROWN   | Payer ID:   |
| PCP Name:<br>DR. PROVIDER BROWN<br>PCP Phone: (999)999-9999                       |  |
|   | Rx Bin: 999999<br>Rx Grp: XXXXXXXX<br>Rx PCN: 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   | Coverage starts/Cobertura empieza |
| <b>HOSPITAL (PART A)</b>  | <b>01-01-2019</b>                 |
| <b>MEDICAL (PART B)</b>   | <b>01-01-2019</b>                 |

### California Medicaid

|                                     |  |
|-------------------------------------|--|
| <b>STATE OF CALIFORNIA</b>          |  |
| <b>BENEFITS IDENTIFICATION CARD</b> |  |
| ID No. 01234567A95052               |  |
| JOHN Q RECIPIENT                    |  |
| M 05 20 1991 Issue Date 02 21 05    |  |

