

# Quick Reference Guide

Agent Information | Colorado | UnitedHealthcare Dual Complete® (HMO D-SNP) H0624-001

**Service areas include:** Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, El Paso, Fremont, Jefferson, Larimer, Pueblo, Teller, Weld

## 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

Colorado

P.O. Box 31350

Salt Lake City, UT 84131-0350

## 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, QMB

## Member Support

### Customer Service

Phone: **1-866-480-1086**

8 a.m. – 8 p.m. local time, 7 days a week

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: **1-800-496-5841**

24 hours a day, 7 days a week

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

### Dental

Phone: **1-866-480-1086**, TTY 711

8 a.m. – 8 p.m. local time, 7 days a week

Online: [www.myuhcadvantage.com](http://www.myuhcadvantage.com)

### 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)

### Vision (UnitedHealthcare Vision®)

Phone: **1-866-480-1086**  
8 a.m. – 8 p.m. local time, 7 days a week

### Non-Emergent Transportation (LogistiCare®)

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

### Hearing

Phone: **1-866-480-1086**  
8 a.m. – 8 p.m. local time, 7 days a week  
Online: **www.myuhcadvantage.com**

### 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**

### Virtual Doctor Visits

Phone: **1-866-480-1086**  
8 a.m. – 8 p.m. local time, 7 days a week  
Online: **www.amwell.com/cm**

### Routine Chiropractic

Phone: **800-873-4575**  
6 a.m. – 6 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: SUBSCRIBER BROWN Payer ID: \_\_\_\_\_  
PCP Name: DR. PROVIDER BROWN  
PCP Phone: (999)999-9999



Rx Bin: 999999  
Rx Grp: XXXXXXXX  
Rx PCN: 9999

## Sample Eligibility Cards

### 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  
**01-01-2019**  
**01-01-2019**


### Colorado Medicaid



**Member ID:** xxxxxxxx  
**Name:** John L Smith

Your PCP is available to help.  
**Primary Care Provider (PCP):** xxx-xxx-xxxx  
xx

**Emergencies or medical advice**  
If you aren't sure if it's an emergency, call your PCP or the Nurse Advice Line. If it's an emergency, call 911 or go to the emergency room.  
**24/7 Nurse Advice Line:** 800-283-3221  
**24/7 Mental health crisis:** 844-493-TALK (8255)  
ColoradoCrisisServices.org text TALK to 38255

If you need help getting an appointment call xxx-xxx-xxxx.  
**See if you're active on the  PEAKHealth App**