

# Quick Reference Guide

Agent Information | Florida | UnitedHealthcare Dual Complete® LP (HMO D-SNP) H1045-039

**Service areas include:** Brevard, Charlotte, Clay, Duval, Flagler, Hernando, Hillsborough, Indian River, Lee, Manatee, Orange, Osceola, Pasco, Pinellas, Polk, Sarasota, Seminole, St. Johns

## 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

Florida

P.O. Box 31350

Salt Lake City, UT 84131

## 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, QDWI, QI, SLMB

## Member Support

### Customer Service

Phone: **1-866-842-4968**

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

### Dental

Phone: **1-866-842-4968**, TTY 711

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

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

Select FL UnitedHealthcare Dual

Complete Network

### 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 (20/20 Eye Care Network)

Phone: **1-866-842-4968**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

### Non-Emergent Transportation (LogistiCare®)

Phone: **866-418-9812**

8 a.m. – 5 p.m., Monday – Friday

Online: **logisticare.com**

### Hearing

Phone: **1-866-842-4968**

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 (Available Post Discharge)

Phone: **855-428-6667**

8 a.m. – 7 p.m., Monday – Friday

Online: **momsmeals.com**

### Virtual Doctor Visits

Phone: **1-866-842-4968**

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**

8 a.m. – 8 p.m., Monday – Friday

Online: **myoptumhealthphysicalhealth.com**

## Benefit Contact Information (continued)

### Routine Acupuncture

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

### Virtual Mental Health

Phone: **1-866-842-4968**

24 hours a day, 7 days a week

Online: **VirtualVisitsMentalHealth.UHC.com**

## Prescription Drug Information

### Formulary Lookup

Online: **UHCCommunityPlan.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



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

**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**

### Florida Medicaid

**STATE OF FLORIDA**  
**Agency for Health Care Administration**

**FLORIDA MEDICAID**

**Identification Card**

**9999999**

**SUBSCRIBER BROWN**

The number above is the card control number. It is not the Medicaid ID number and cannot be used for billing. Medicaid eligibility is determined by the Department of Children and Families (DCF).