

Quick Reference Guide

Agent Information | Florida | UnitedHealthcare Dual Complete® Choice (LPPO D-SNP) H1889-002-001

Service areas include: Alachua, Baker, Bay, Bradford, Brevard, Calhoun, Citrus, Clay, Columbia, Dixie, Duval, Escambia, Flagler, Franklin, Gadsden, Gilchrist, Gulf, Hamilton, Hernando, Highlands, Hillsborough, Holmes, Indian River, Jackson, Jefferson, Lafayette, Lake, Leon, Levy, Liberty, Madison, Marion, Martin, Nassau, Okaloosa, Okeechobee, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Santa Rosa, Seminole, St. Johns, St. Lucie, Sumter, Suwannee, Taylor, Union, Volusia, Wakulla, Walton, Washington

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

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

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

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

Compliance

Email: compliance_questions@uhc.com

For questions or to report a non-compliant activity.

Provider Information

Provider Lookup

Online: UHCprovider.com

Claim Submissions

Electronic: 87726

Hard Copy: UnitedHealthcare

Florida

P.O. Box 29675

Hot Springs, AR 71903-9675

Enrollment Support

Product Information

Online: 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

Member Portal

Online: 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

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

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



Benefit Contact Information (continued)

Vision (20/20 Eye Care Network)

Phone: **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**
5 a.m. – 5 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: **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	
	
Rx Bin:	999999
Rx Grp:	XXXXXXXXX
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	Coverage starts/Cobertura empieza
HOSPITAL (PART A)	01-01-2019
MEDICAL (PART B)	01-01-2019

Florida Medicaid

	
STATE OF FLORIDA Agency for Health Care Administration	
FLORIDA MEDICAID	
Identification Card	
9999999	
SUBSCRIBER BROWN	
<small>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).</small>	