

Quick Reference Guide

Agent Information | Hawaii | UnitedHealthcare Dual Complete® (PPO D-SNP) H2228-043

Service areas include: Honolulu

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: 04567

Paper: 87726

Hard Copy: UnitedHealthcare Community Plan
Hawaii
P.O. Box 31365
Salt Lake City, UT 84131-0365

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

Member Support

Customer Service

Phone: **1-866-622-8054**

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

Behavioral Health

Phone: **866-622-8054**

24 hours a day, 7 days a week

Online: VirtualVisitsMentalHealth.UHC.com

Dental

Phone: **866-622-8054**, TTY 711

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

Online: 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

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)

Non-Emergent Transportation (LogistiCare®)

Phone: **866-418-9812**

8 a.m. – 5 p.m., Monday – Friday

Online: **logisticare.com**

Fitness Benefit

Online: **myrenewactive.com**

Virtual Doctor Visits

Phone: **1-866-622-8054**

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**

2 a.m. – 2 p.m., Monday – Friday

Online: **myoptumhealthphysicalhealth.com**

Routine Acupuncture

Phone: **800-873-4575**

5 a.m. – 5 p.m., Monday – Friday

Online: **myoptumhealthphysicalhealth.com**

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	Coverage starts/Cobertura empieza	
HOSPITAL (PART A)	01-01-2019	
MEDICAL (PART B)	01-01-2019	

Hawaii Medicaid

	State of Hawaii Department of Human Services Medicaid Identification Card
Division	
JANE DOE	
DOB: 99/99/9999	
01234567890	