

Quick Reference Guide

Agent Information | Kentucky | UnitedHealthcare Dual Complete® (HMO D-SNP) H6595-002-001

Service areas include: Adair, Anderson, Ballard, Bath, Bell, Boone, Bourbon, Boyd, Bracken, Breathitt, Bullitt, Caldwell, Campbell, Carlisle, Carter, Casey, Clark, Daviess, Elliott, Estill, Fayette, Franklin, Garrard, Grant, Greenup, Hancock, Hardin, Harlan, Harrison, Henry, Jackson, Jefferson, Jessamine, Johnson, Kenton, Knott, Knox, Larue, Laurel, Lawrence, Leslie, Letcher, Livingston, Madison, Magoffin, Marion, Martin, Mason, McCreary, McLean, Meade, Menifee, Montgomery, Morgan, Muhlenberg, Nelson, Ohio, Oldham, Pendleton, Pike, Powell, Robertson, Rockcastle, Rowan, Shelby, Spencer, Taylor, Washington, Webster, Whitley, Wolfe, Woodford

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 Community Plan

Kentucky

P.O. Box 5240

Kingston, NY 12402

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

Member Support

Customer Service

Phone: **1-844-855-9774**

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: **1-844-855-9774**

24 hours a day, 7 days a week

Online: VirtualVisitsMentalHealth.UHC.com

Dental

Phone: **844-855-9774**, TTY 711

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

Online: www.myuhc.com/CommunityPlan

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

Vision (MARCH®)

Phone: **1-844-855-9774**

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

Hearing

Phone: **1-844-855-9774**
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**
8 a.m. – 7 p.m., Monday – Friday
Online: **momsmeals.com**

Virtual Doctor Visits

Phone: **1-844-855-9774**
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: **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 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

Kentucky Medicaid

KyHealth Choices

CHILD CLAYTON 1234567890