

Quick Reference Guide

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

Service areas include: Boyle, Carroll, Clay, Fleming, Floyd, Gallatin, Henderson, Lee, Lewis, Lincoln, Mercer, Nicholas, Owen, Owsley, Pulaski, Russell, Scott, Trimble, Union

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: **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

Vision (MARCH®)

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

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

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

Online: www.myuhc.com/CommunityPlan



Benefit Contact Information (continued)

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: **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



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

Kentucky Medicaid

KyHealth Choices

CHILD CLAYTON
1234567890