

# Quick Reference Guide

Agent Information | Massachusetts | UnitedHealthcare® Senior Care Options (HMO D-SNP) H2226-003

**Service areas include:** Bristol, Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, Worcester

## 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 Community Plan

Massachusetts

P.O. Box 31350

Salt Lake City, UT 84131-0350

## 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

## Member Support

### Customer Service

Phone: **1-888-867-5511**

8 a.m. – 8 p.m. local time, 7 days a week

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

### Behavioral Health

Phone: **1-888-867-5511**

24 hours a day, 7 days a week

Online: [VirtualVisitsMentalHealth.UHC.com](http://VirtualVisitsMentalHealth.UHC.com)

### OTC Benefit

#### Solutran – Catalog

Phone: **1-833-845-8798**, 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)

### 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)

### Vision (UnitedHealthcare Vision®)

Phone: **1-888-867-5511**

8 a.m. – 8 p.m. local time, 7 days a week



## Prescription Drug Information

### Fitness Benefit

Online: [myrenewactive.com](http://myrenewactive.com)

### Virtual Doctor Visits

Phone: **1-888-867-5511**

8 a.m. – 8 p.m. local time, 7 days a week

Online: [www.amwell.com/cm](http://www.amwell.com/cm)

### Formulary Lookup

Online: [UHCCommunityPlan.com](http://UHCCommunityPlan.com)

### Prescriptions – Mail Order


Phone: **1-877-889-6358**, TTY 711

24 hours a day, 7 days a week

Online: [OptumRx.com](http://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

**MedicareRx**  
Prescription Drug Coverage

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**

### Massachusetts Medicaid

**Jane Doe**  
**00000000000**

**MassHealth**

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**health!**