

# Quick Reference Guide

Agent Information | Mississippi | UnitedHealthcare Dual Complete® (HMO D-SNP) H5008-011

**Service areas include:** Alcorn, Attala, Benton, Bolivar, Calhoun, Carroll, Chickasaw, Claiborne, Clarke, Clay, Coahoma, Copiah, Covington, DeSoto, George, Greene, Grenada, Hancock, Harrison, Hinds, Holmes, Humphreys, Issaquena, Itawamba, Jackson, Jasper, Jefferson, Jefferson Davis, Jones, Kemper, Lafayette, Lauderdale, Lawrence, Leake, Lee, Leflore, Madison, Marion, Marshall, Monroe, Montgomery, Neshoba, Newton, Noxubee, Oktibbeha, Panola, Pearl River, Perry, Pontotoc, Prentiss, Quitman, Rankin, Scott, Sharkey, Simpson, Smith, Stone, Sunflower, Tallahatchie, Tate, Tippah, Tunica, Union, Walthall, Washington, Wayne, Webster, Winston, Yalobusha, Yazoo

## 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  
Mississippi  
P.O. Box 31348  
Salt Lake City, UT 84131-0348

## 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, FBDE, QMB

## Member Support

### Customer Service

Phone: **1-866-263-1164**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

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: **1-866-263-1164**

24 hours a day, 7 days a week

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

### Dental

Phone: **866-263-1164**, TTY 711

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

Online: [www.myuhc.com/CommunityPlan](http://www.myuhc.com/CommunityPlan)

### OTC Benefit

#### Solutran – Debit Card

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)



## Benefit Contact Information (continued)

### Vision (MARCH®)

Phone: **1-866-263-1164**  
8 a.m. – 8 p.m.  
7 days a week, October – March;  
Monday – Friday, April – September

### Non-Emergent Transportation Vendor (MTM)

Phone: **1-866-263-1164**  
Monday – Friday, 7 a.m. – 8 p.m.  
Online: [memberportal.net](http://memberportal.net)

### Hearing

Phone: **1-866-263-1164**  
8 a.m. – 8 p.m.  
7 days a week, October – March;  
Monday – Friday, April – September  
Online: [www.myuhc.com/CommunityPlan](http://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](http://www.lifeline.philips.com/UHCMedicare)

### Fitness Benefit

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

### Meal Program

Phone: **855-428-6667**  
7 a.m. – 6 p.m., Monday – Friday  
Online: [momsmeals.com](http://momsmeals.com)

### Virtual Doctor Visits

Phone: **1-866-263-1164**  
8 a.m. – 8 p.m.  
7 days a week, October – March;  
Monday – Friday, April – September  
Online: [www.amwell.com/cm](http://www.amwell.com/cm)

## Benefit Contact Information (continued)

### Routine Chiropractic

Phone: **800-873-4575**  
7 a.m. – 7 p.m., Monday – Friday  
Online: [myoptumhealthphysicalhealth.com](http://myoptumhealthphysicalhealth.com)

### NurseLine

Phone: **877-440-9407**  
24 hours a day, 7 days a week

## Prescription Drug Information

### Formulary Lookup



Online: [UHCommunityPlan.com](http://UHCommunityPlan.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	
	Rx Bin: 999999 Rx Grp: XXXXXXXX Rx PCN: 9999

## Sample Eligibility Cards

### Medicare

		<b>MEDICARE HEALTH INSURANCE</b>	
Name/Nombre <b>JOHN L SMITH</b>			
Medicare Number/Número de Medicare <b>1EG4-TE5-MK72</b>			
Entitled to/Con derecho a <b>HOSPITAL (PART A)</b>		Coverage starts/Cobertura empieza <b>01-01-2019</b>	
<b>MEDICAL (PART B)</b>		<b>01-01-2019</b>	

### Mississippi Medicaid

<b>State Medicaid ID Card</b>			
ID NUMBER	CARD NUMBER		
<b>ABCD12334D</b>	<b>888888 8888 8888 88</b>		
<b>John L Smith</b>			
SEX	D.O.B.		
<b>M</b>	<b>12/34/5678</b>		
		0000000	
		ACCESS NUMBER	SEQ
		<b>8888 8888 888</b>	<b>88</b>