

Quick Reference Guide

Agent Information | North Carolina | UnitedHealthcare Dual Complete® RP (Regional PPO D-SNP) R1548-001

Service areas include: Alamance, Alexander, Alleghany, Anson, Ashe, Avery, Beaufort, Bertie, Bladen, Brunswick, Buncombe, Burke, Cabarrus, Caldwell, Camden, Carteret, Caswell, Catawba, Chatham, Cherokee, Chowan, Clay, Cleveland, Columbus, Craven, Cumberland, Currituck, Dare, Davidson, Davie, Duplin, Durham, Edgecombe, Forsyth, Franklin, Gaston, Gates, Graham, Granville, Greene, Guilford, Halifax, Harnett, Haywood, Henderson, Hertford, Hoke, Hyde, Iredell, Jackson, Johnston, Jones, Lee, Lenoir, Lincoln, Macon, Madison, Martin, McDowell, Mecklenburg, Mitchell, Montgomery, Moore, Nash, New Hanover, Northampton, Onslow, Orange, Pamlico, Pasquotank, Pender, Perquimans, Person, Pitt, Polk, Randolph, Richmond, Robeson, Rockingham, Rowan, Rutherford, Sampson, Scotland, Stanly, Stokes, Surry, Swain, Transylvania, Tyrrell, Union, Vance, Wake, Warren, Washington, Watauga, Wayne, Wilkes, Wilson Yadkin, Yancey

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

North Carolina

P.O. Box 5220

Kingston, NY 12402-5240

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: **1-844-368-7151**

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: **1-844-368-7151**

24 hours a day, 7 days a week

Online: VirtualVisitsMentalHealth.UHC.com

Dental

Phone: **844-368-7151**, 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

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

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)

Vision (MARCH®)

Phone: **1-844-368-7151**

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: **1-844-368-7151**

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: **1-833-853-8587**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Saturday, April – September

Online: **myuhcmedicare.com/HWP**

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: **1-844-368-7151**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

Online: **www.amwell.com/cm**

Benefit Contact Information (continued)

Routine Chiropractic

Phone: **800-873-4575**

8 a.m. – 8 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: **UHCommunityPlan.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	HOSPITAL (PART A)
Coverage starts/Cobertura empieza	01-01-2019
	MEDICAL (PART B)
	01-01-2019

North Carolina Medicaid

ANNUAL MEDICAID IDENTIFICATION CARD	
LME MCO:	800-888-8888
ADDRESS	JOHN Q. PUBLIC ADDRESS CITY, NC 12345
Recipient Signature _____	
(Not valid unless signed)	
USE OF THIS CARD BY ANYONE NOT LISTED ON THE CARD IS FRAUD AND IS PUNISHABLE BY A FINE, IMPRISONMENT OR BOTH	