

Quick Reference Guide

Agent Information | Tennessee | UnitedHealthcare Dual Complete® ONE Plus (HMO D-SNP) H0251-005

Service areas include: Anderson, Bedford, Benton, Bledsoe, Blount, Bradley, Campbell, Cannon, Carroll, Carter, Cheatham, Chester, Claiborne, Clay, Cocke, Coffee, Crockett, Cumberland, Davidson, Decatur, DeKalb, Dickson, Dyer, Fayette, Fentress, Franklin, Gibson, Giles, Grainger, Greene, Grundy, Hamblen, Hamilton, Hancock, Hardeman, Hardin, Hawkins, Haywood, Henderson, Henry, Hickman, Houston, Humphreys, Jackson, Jefferson, Johnson, Knox, Lake, Lauderdale, Lawrence, Lewis, Lincoln, Loudon, McMinn, McNairy, Macon, Madison, Marion, Marshall, Maury, Meigs, Monroe, Montgomery, Moore, Morgan, Obion, Overton, Perry, Pickett, Polk, Putnam, Rhea, Roane, Robertson, Rutherford, Scott, Sequatchie, Sevier, Shelby, Smith, Stewart, Sullivan, Sumner, Tipton, Trousdale, Unicoi, Union, Van Buren, Warren, Washington, Wayne, Weakley, White, Williamson, Wilson

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: 95378

Hard Copy: UnitedHealthcare Community Plan
Tennessee
P.O. Box 5220
Kingston, NY 12402-5220

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

FBDE WITH UHC ECF

Member Support

Customer Service

Phone: **1-800-690-1606**

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: **800-690-1606**

24 hours a day, 7 days a week

Online: VirtualVisitsMentalHealth.UHC.com

Dental

Phone: **800-690-1606**, 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

FirstLine – Catalog

Phone: **1-844-368-7171**, TTY 711

8 a.m. – 8 p.m., local time,

7 days a week, October – March;

Monday – Saturday, April – September

Online: ShopFirstLineBenefits.com

Vision (MARCH®)

Phone: **1-800-690-1606**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September



Benefit Contact Information (continued)

Non-Emergent Transportation (Tennessee Carriers)

Phone: **1-866-405-0238**

24 hours a day, 7 days a week

Online: **tenncarriers.com**

Hearing

Phone: **1-800-690-1606**

8 a.m. – 8 p.m.

7 days a week, October – March;

Monday – Friday, April – September

Online: **www.myuhc.com/CommunityPlan**

Fitness Benefit

Online: **myrenewactive.com**

Meal Program

Phone: **855-428-6667**

7 a.m. – 6 p.m., Monday – Friday

Online: **momsmeals.com**

Virtual Doctor Visits

Phone: **1-800-690-1606**

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**

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: **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	Coverage starts/Cobertura empieza	
HOSPITAL (PART A)	01-01-2019	
MEDICAL (PART B)	01-01-2019	

Tennessee Medicaid

	UnitedHealthcare	Community Plan
Health Plan (99999)	999-99999-99	
Member ID:		
Member:		
PCP Name:	Payer ID	
Date Of Birth:	Effective Date	
COPAY: Office/ER/Hosp	\$0/\$0/\$0	
0501	Administered by UnitedHealthcare Plan of the River Valley, Inc. <small>TennCare Medicaid, Benefit A</small>	