

Quick Reference Guide

Agent Information | Texas | UnitedHealthcare Dual Complete® (HMO D-SNP) H5322-025

Service areas include: Anderson, Andrews, Angelina, Archer, Armstrong, Austin, Bandera, Baylor, Bell, Bosque, Brazos, Cass, Cherokee, Clay, Cooke, Coryell, Delta, DeWitt, Dimmit, Duval, Eastland, Ector, Erath, Falls, Fannin, Frio, Gonzales, Gray, Grayson, Gregg, Grimes, Hale, Hardin, Harrison, Hill, Hockley, Hood, Hopkins, Houston, Howard, Hunt, Jasper, Jones, Karnes, Lavaca, Limestone, Lubbock, Matagorda, Maverick, McLennan, Medina, Midland, Milam, Montague, Morris, Nacogdoches, Navarro, Nolan, Orange, Palo Pinto, Panola, Parker, Potter, Rains, Randall, Red River, Roberts, Rusk, San Augustine, San Jacinto, Shelby, Starr, Taylor, Titus, Tom Green, Trinity, Tyler, Upshur, Uvalde, Victoria, Walker, Washington, Webb, Wharton, Wise, Zavala

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
Texas
P.O. Box 5270
Kingston, NY 12402-5270

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, QDWI, QI, SLMB

Member Support

Customer Service

Phone: **1-866-944-4983**

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: **866-944-4983**

24 hours a day, 7 days a week

Online: VirtualVisitsMentalHealth.UHC.com

Dental

Phone: **866-944-4983**, 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 – Debit Card

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

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 (UnitedHealthcare Vision®)

Phone: **1-866-944-4983**
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: **1-866-944-4983**
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: **1-855-596-7612**
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**
7 a.m. – 6 p.m., Monday – Friday
Online: **momsmeals.com**

Virtual Doctor Visits

Phone: **1-866-944-4983**
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**
7 a.m. – 7 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	
	Rx Bin: 999999 Rx Grp: XXXXXXXX Rx PCN: 9999

Sample Eligibility Cards

Medicare

	
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

Texas Medicaid

	
Member name:	
Member ID:	Note to Provider: Ask this member for the card from their Medicaid medical plan. Providers should use that card for billing assistance. No medical plan card?
Issuer ID:	Date card sent: Pharmacists can use the non-managed care billing information on the back of this card.