



UnitedHealthcare Dual Complete[®] ONE (HMO-SNP) in Arizona

Quick Reference Guide

Need to contact UnitedHealthcare Community Plan? Use this reference guide for quick access to a variety of helpful resources.



Link

Use Link to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To sign into Link, go to UHCprovider.com and click on the Link button in the top right corner.

If you aren't registered yet, go to UHCprovider.com and select "New User." To learn more about using Link, please visit UHCprovider.com/Link or call the UnitedHealthcare Connectivity Desk at 866-842-3278, option 1, 7 a.m. – 9 p.m., Central Time, Monday – Friday.



Provider Services

Phone: 800-445-1638

- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims status
- Request prior authorization
- Submit an appeal request

Representatives are available weekdays, 8 a.m. – 6 p.m. Local Time (except major holidays).



Prior Authorization Requests (Medical)

Phone: 866-604-3267

Fax: 888-310-6858

Online: Find out more on the Prior Authorization and Notification app on Link.



Prescription Drugs

Online Formulary: UHCCommunityPlan.com
> For Health Care Professionals > Arizona > Pharmacy Program > UnitedHealthcare Dual Complete (HMO SNP).



Eligibility and Benefits

Phone: 800-445-1638

Online: Use the eligibility Link app on Link.



Care Professional Network

Call us or go online to find a network care provider.

Phone: 800-445-1638

Online: UHCprovider.com > Menu > Find a Care Provider.



Claims Submission

Electronic Claims:

Please submit claims within 180 days of service to UHCprovider.com > Claims, Billing and Payments > Submit a Claim.


Payer ID Number: 03432

Paper Claims:

Please mail claims to:
UnitedHealthcare Community Plan – Arizona
P.O. Box 5270
Kingston, NY 12402-5240



Sample Member ID Card

UnitedHealthcare Community Plan	
Health Plan (80840): 911-87726-04	
Member ID: QA00000-00	Group Number: AZMCARE
Member:	
MEMBER: BROWN	Payer ID: 03432
Dental Benefits Included	
PCP Name: PROVIDER BROWN	
PCP Phone: (000) 000-0000	
RxBin: 610097	
RxPCN: 9999	
RxGrp: MPDCSP	
H0321 PBP# 002	
UnitedHealthcare Dual Complete (HMOSNP)	



Claims Management and Reconsideration

Phone: 800-445-1638

Online: Use the claimsLink app on Link.



Appeals Submission.

Mail formal appeals to:

UnitedHealthcare Community Plan – Arizona
Attention: Provider Dispute
P.O. Box 31364
Salt Lake City, UT 84131-0364

Customer Service Hours: 8 am - 8 pm 7 days/week		Printed: 12/15/17
		
For Members		
Website:	www.UHCCommunityPlan.com	
Customer Service:	1-877-614-0623, TTY 711	
NurseLine:	1-877-440-9407, TTY 711	
Behavioral Health:	1-800-547-2797, TTY 711	
Dental:	1-877-614-0623, TTY 711	
For Providers ...www.unitedhealthcareonline.com 1-800-445-1638		
Medical Claim Address: P.O. Box 5290 Kingston, NY 12402-5270		
Dental Providers:	www.dbp.com	1-844-275-8750
Medicare Community Plan		
For Pharmacists 1-877-889-6510		
Pharmacy Claims OptumRx PO Box 29045, Hot Springs, AR 71903		

Additional Contacts

Behavioral Health

Phone: 800-445-1638

Hours: Monday – Friday, 8 a.m. to 6 p.m. Local Time

Dental: UnitedHealthcare Dental

Phone: 844-275-8750

Hours: Monday – Friday, 8 a.m. to 6 p.m. Local Time

Non-Emergent Transportation: LogistiCare

Phone: 866-418-9812

Hours: Monday – Friday, 8 a.m. to 8 p.m. Local Time

OptumHealth NurseLine

Phone: 877-440-9407

Hours: Available 24 hours a day, seven days a week