



**Florida Peer to Peer (P2P) to become part of Customer Support & Notifications (CSN)  
National P2P Support Team**

Effective Sept. 4, 2017, the Florida Peer to Peer process for Florida MMA and Florida Healthy Kids will become part of the CSN National P2P support team.

This will mean improved customer service with better communication between UnitedHealthcare Community Plan of Florida and care providers. Among the improvements which are being made:

- The new telephone number for the program **800-955-7615** will allow for real time interaction during working hours, moving from the voicemail system presently used.
- A single point of contact for P2P requests so no more confusion of who to speak with.
- Cases will move more quickly to care providers. Response time will be minutes instead of hours.

Remember that as of Aug. 14, 2017 the present telephone number will be disconnected. Take note that the new number is **800-955-7615** in order to ensure a better customer service experience.

Thank you for your support during this transition.