



Provider Alert

A New Way to Refer For Behavioral Health Needs For UnitedHealthcare Community Plan Members in Texas

Beginning July 1, 2017, when calling for mental health or substance use needs, please call our customer service line toll-free at 888-887-9003. Our representatives are available 24/7 for behavioral health needs.

To help communicate this change, we'll send all UnitedHealthcare Community Plan members a new member ID card between July 5 and July 8. The new cards will all have the same customer service phone number listed on the back of the card. We've also updated the following resources:

- Care provider administrative guides/provider manuals
- Member handbooks

Thanks for your help in making this transition seamless.

We're Here to Help

If you have questions, please call us at **888-887-9003**. Thank you.