

UnitedHealthcare Community Plan Quick Reference Guide – As of Feb. 1, 2017

	Arizona Health Care Cost Containment System (AHCCCS)/Medicaid	Children's Rehabilitative Services (CRS)	Developmentally Disabled (DD)	Long Term Care	UnitedHealthcare Dual Complete™ (HMO SNP) & UnitedHealthcare Dual Complete One™ (HMO SNP)
Prior Authorization	866-604-3267 or UHCCommunityPlan.com under Provider Forms	866-604-3267 or UHCCommunityPlan.com under Provider Forms	866-604-3267 or UHCCommunityPlan.com under Provider Forms	602-255-8913 or 800-377-2055 or UHCCommunityPlan.com under Provider Forms	866-604-3267 or UHCCommunityPlan.com under Provider Forms
Rx Prior Authorization	800-310-6826 or UHCCommunityPlan.com under Pharmacy Program	800-310-6826 or UHCCommunityPlan.com under Pharmacy Program	800-310-6826 or UHCCommunityPlan.com under Pharmacy Program	800-310-6826 or UHCCommunityPlan.com under Pharmacy Program	800-711-4555 or UHCCommunityPlan.com under Pharmacy Program
Submit Claims	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com BH Claims: Optum P.O. Box 30760 Salt Lake City, UT 84130-0760	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com
Lab	LabCorp: Labcorp.com	LabCorp: Labcorp.com	LabCorp: Labcorp.com	LabCorp: Labcorp.com	LabCorp: Labcorp.com
Durable Medical Equipment	Preferred Home Care: 800-636-2123 preferredhomecare.com	United Seating and Mobility: 866-248-4839 and Preferred Home Care: 800-636-2123 preferredhomecare.com	Preferred Home Care: 800-636-2123 preferredhomecare.com	Multiple Providers list located at UHCCommunityPlan.com under Doctor Lookup	Preferred Home Care: 800-636-2123 preferredhomecare.com
Prosthetics and Orthotics	Hanger Prosthetics: 800-668-2494 and Pongratz in Phoenix and Tucson	Hanger Prosthetics: 800-668-2494 and Pongratz in Phoenix and Tucson	Hanger Prosthetics: 800-668-2494 <small>*limitations apply for members over age 21 and Pongratz in Phoenix and Tucson</small>	UHCCommunityPlan.com under Doctor Lookup <small>*limitations apply for members over age 21</small>	Hanger Prosthetics: 800-668-2494 and Pongratz in Phoenix and Tucson
Vision	NationwideVision.com	NationwideVision.com	NationwideVision.com	NationwideVision.com	NationwideVision.com
Hearing Aids	UHCCommunityPlan.com under Doctor Lookup <small>*covered benefit for members under age 21</small>	Handled through MSIC	N/A	N/A	EPIC Hearing Aid : 866-956-5400 epichearing.com
Transportation	Medical Transportation Brokerage of Arizona (MTBA): 888-700-6822	Fully Integrated: contact MTBA 888-700-6822 PI-Acute: contact MTBA 888-700-6822 Behavioral Health (BH): for CRS-related services and BH contact MTBA 888-700-6822; CRS is responsible for transportation after the 1 st visit for behavioral health services; for Acute services contact member's Acute plan CRS Only: contact MTBA 888-700-6822 for CRS-related services only	Medical Transportation Brokerage of Arizona (MTBA): 888-700-6822	Medical Transportation Brokerage of Arizona (MTBA): 888-700-6822	24 in Medicare transportation box one-way trip(s) to plan approved location every year
Dental	Claims: P.O. Box 2185 Milwaukee, WI 53201 Provider Toll Free: 855-812-9208	Claims: P.O. Box 2185 Milwaukee, WI 53201 Provider Toll Free: 855-812-9208	Claims: P.O. Box 2185 Milwaukee, WI 53201 Provider Toll Free: 855-812-9208	Claims: P.O. Box 2185 Milwaukee, WI 53201 Provider Toll Free: 855-812-9208	Claims: P.O. Box 2185 Milwaukee, WI 53201 Provider Toll Free: 855-812-9208
Other Important Numbers					
Provider Services	800-445-1638 (8 a.m. - 5 p.m. M-F)	800-445-1638 (8 a.m. - 5 p.m. M-F)	800-445-1638 (8 a.m. - 5 p.m. M-F)	800-293-3740 (8 a.m. - 5 p.m. M-F)	800-445-1638 (8 a.m. - 5 p.m. M-F)
Member Services	800-348-4058 TTY 711 (8 a.m. - 5 p.m.)	800-348-4058 TTY 711 (8 a.m. - 5 p.m.)	800-348-4058 TTY 711 (8 a.m. - 5 p.m.)	800-293-3740 TTY 711 (8 a.m. - 5 p.m.)	877-614-0623 TTY 711 (8 a.m. - 8 p.m.)

Long Term Care

Health Plan (80840) 911-03432-06			
AHCCCS ID#: A99999999		Group: AZLTC	
Member: SUBSCRIBER A BROWN		Long Term Care	
Member Services: 800-293-3740 After Hours Member Services: 800-377-2055		Rx Bin: 610494 Rx Grp: ACUAZ Rx PCN: 9999	
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM			

Printed: 06/17/15

Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of law. This card is not a guarantee of services.

To verify benefits, visit myuhc.com/communityplan or call 1-800-293-3740 TTY 711

For Providers: uhcommunityplan.com
 Claims: P.O. Box 5290 Kingston, NY 12402-5290
 Notification: 1-800-377-2055 Eligibility: 1-800-293-3740

Pharmacy Claims: OptumRX, PO Box 29044, HotSprings, AR 71903
 For Pharmacists: 1-877-305-8952

Long Term Care utilizes multiple Group numbers. See provider manual for more information.

AHCCCS/Medicaid, DD ID Cards

Health Plan (80840) 911-03432-06			
AHCCCS ID#: A48620116		Group: AZHCCCS	
Member: NEW S BROWN		1 Medicaid	
PCP: DOUGLAS GETWELL PCP Phone: (928) 237-1304 940 E COPPER HILL DR STE E, PRESCOTT VALLEY, AZ 863142860		Rx Bin: 610494 Rx Grp: ACUAZ Rx PCN: 9999	
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM			

Printed: 04/11/11

Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of law. This card is not a guarantee for services.

To verify benefits, visit: www.myuhc.com/communityplan or call 1-800-348-4058

For Providers: www.UnitedHealthcareOnline.com 1-800-445-1638
 Claims: PO Box 5290, Kingston, NY 12402-5290

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903
 For Pharmacists: 877-305-8952

1 2 Program Identifiers

- Medicaid
- DD

*AHCCCS logo appears on new ID cards only

UnitedHealthcare Dual Complete™ (HMO SNP)

Health Plan (80840) 911-03432-06			
Member ID: 123456789		Group Number: AZMCARE	
Member: NEW BROWN		Payer ID: 03432	
PCP Name: DOUGLAS GETWELL PCP Phone: (602)239-4567			
Rx Bin: 610097 Rx Grp: MPDACUAZ Rx PCN: 9999		Medicare Community Plan	
CP			

Printed: 10/13/14

In an emergency go to nearest emergency room or call 911.

This card does not guarantee coverage. To verify benefits or find a physician, visit www.uhcommunityplan.com or call customer service Monday - Sunday 8:00 a.m. to 8:00 p.m.

For Customer Service: 877-614-0623 TTY 711

Mental Health: 800-547-2797 TTY 711
 Transportation: 888-700-8822 TTY 711

For Providers: www.uhcommunityplan.com 800-445-1638
 Medical Claims: PO Box 5290, Kingston, NY, 12402-5290

Pharmacy Claims: OptumRX, PO Box 29045, Hot Springs, AR 71903
 For Pharmacists: 877-889-6510

Health Plan (80840) 911-03432-06			
CRS ID#: 277804587		Group: AZCRS	
Member: NEW BROWN		A CRS Fully Integrated	
PCP: DOUGLAS GETWELL PCP Phone: (928) 649-3003		Rx Bin: 610494 Rx Grp: ACUAZ Rx PCN: 9999	
ARIZONA HEALTH CARE COST CONTAINMENT SYSTEM			

Printed: 04/11/11

Carry this card with you at all times. Present it when you get service. You may be asked for a picture ID. Using the card inappropriately is a violation of law. This card is not a guarantee for services.

To verify benefits, visit: www.myuhc.com/communityplan or call 1-800-348-4058

For Providers: www.UnitedHealthcareOnline.com 1-800-445-1638
 Claims: PO Box 5290, Kingston, NY 12402-5290

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903
 For Pharmacists: 877-305-8952

A 4 Program Identifiers

- CRS Fully Integrated
- CRS Partially Integrated-BH
- CRS Partially Integrated-Acute
- CRS Only

CRS member pharmacy coverage will vary depending on benefits offered by coverage type.

UnitedHealthcare Dual Complete One™ (HMO SNP)

Health Plan (80840) 911-03432-06			
Member ID: 123456789		Group Number: AZMCARE	
Member: NEW BROWN		Payer ID: 03432	
PCP Name: DOUGLAS GETWELL PCP Phone: (602)239-4567			
Rx Bin: 610097 Rx Grp: MPDACUAZ Rx PCN: 9999		Medicare Community Plan	
CP			

Printed: 10/13/14

In an emergency go to nearest emergency room or call 911.

This card does not guarantee coverage. To verify benefits or find a physician, visit www.uhcommunityplan.com or call customer service Monday - Sunday 8:00 a.m. to 8:00 p.m.

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