



# UnitedHealthcare Dual Complete® (HMO-SNP), offered by UnitedHealthcare Community Plan of Missouri

## Quick Reference Guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources about UnitedHealthcare Dual Complete® (HMO-SNP), offered by UnitedHealthcare Community Plan of Missouri, a Medicare Advantage program.



### Link and UHCprovider.com

Use Link to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To sign in to Link, go to [UHCprovider.com](https://UHCprovider.com) and click on the Link button in the top right corner. If you don't aren't registered yet, go to UHCprovider.com and select "New User" to begin registration.

To learn more about using Link, please visit [UHCprovider.com/Link](https://UHCprovider.com/Link)



### Provider Services

**Phone: 844-368-6886**

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

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



### Eligibility and Benefits

Please call **844-368-6886** or use the eligibilityLink application on Link.



### Care Professional Network

You may find a network provider online or by calling us.

**Online:** Link > UnitedHealthcare Community Plan application > For Health Care Providers > Missouri > Dual Complete (HMO-SNP) Program.

**Phone: 844-368-6886**



### Prescription Drugs

#### Formulary

**Online:** Link > UnitedHealthcare Community Plan application > For Health Care Providers > Missouri > Dual Complete (HMO-SNP) Program.



### Claims Submission

#### Electronic Claims:

Please submit claims within **90** days of service, or **the timeframe in your participation agreement** to UHCProvider.com/Link .

**Payer ID: 86050**

#### Paper Claims:

Please mail claims to:  
UnitedHealthcare Community Plan of Missouri  
P.O. Box 5240  
Kingston, NY 12402



### Claims Management and Reconsideration

Please call **844-368-6886** or use the claimsLink applications on Link.



### Appeals Submission

#### Mail formal appeal to:

UnitedHealthcare Community Plan of Missouri  
Attention: **Appeal and Grievance**  
P. O. Box 31364  
Salt Lake City, UT 84131-0364



### Other Resources

For more information, please contact your Physician Advocate or visit Link > UnitedHealthcare Community Plan application > For Health Care Professionals > Missouri > Dual Complete (HMO-SNP) Program



### Completing Model of Care Training

Please complete the required Model of Care training at UHCprovider.com > Menu > Resource Library > Training > 2017 Special Needs Plan Model of Care Training.



### Sample State Medicaid Member ID Card



### Sample Dual Complete Member ID Card



- Eligible members should carry both cards when seeking treatment.
- Please remember to ask members for all health insurance ID cards.
- Dual Complete® Medicare Advantage is the primary payer.

### Additional Key Contacts

#### Behavioral Health:

Phone Number: 844-368-6886  
Hours: Monday – Friday, 8 a.m. to 6 p.m. local time

#### UnitedHealthcare Dental:

Phone Number: 844-368-6886  
Hours: Monday – Friday, 8 a.m. to 6 p.m. local time

#### March Vision:

Phone Number: 844-616-2724  
Hours: Monday – Friday, 8 a.m. to 5 p.m. local time

#### Logisticare : Non- Emergent Transportation Vendor

Phone Number: 866-418-9812  
Hours: Monday-Friday, 8 a.m. to 5 p.m., local time  
Web: logisticare.com

#### Optum NurseLine:

Phone Number: 877-440-9407  
Hours: 7 days a week, 24 hours a day