



UnitedHealthcare Dual Complete[®] RP (Regional PPO-SNP), offered by UnitedHealthcare Community Plan of North Carolina. Quick Reference Guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources about UnitedHealthcare Dual Complete[®] (Regional RPPO-SNP), offered by UnitedHealthcare Community Plan of North Carolina, 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 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



Provider Services

Phone: 844-368-7151

- 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 844-368-7151 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 > North Carolina > Dual Complete (RPPO-SNP) Program.

Phone: 844-368-7151



Prescription Drugs

Formulary

Online: Link > UnitedHealthcare Community Plan application > For Health Care Providers > North Carolina > Dual Complete (RPPO-SNP) Program.



Claims Submission

Electronic Claims:

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

Payer ID: 87726

Paper Claims:

Please mail claims to:
UnitedHealthcare Community Plan of North Carolina
P.O. Box 5220
Kingston, NY 12402-5240



Claims Management and Reconsideration

Please call **888-368-7151** or use the claimsLink applications on Link.



Appeals Submission

Mail formal appeal to:

UnitedHealthcare Community Plan of North Carolina
Attention: Appeals 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 > North Carolina > Dual Complete (RPPO-SNP) Program



Completing Model of Care Training

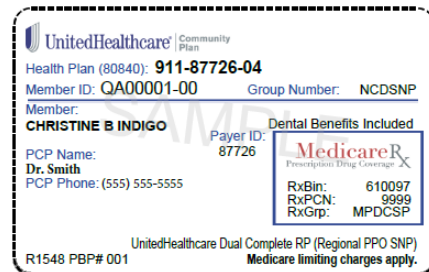
Please complete the required Model of Care training at UHCprovider.com > Menu > Resource Library > Training> 2017 Special Needs Plan Model of Care Training.



Sample State Medicaid Member ID Card



Sample Dual Complete Member ID Card



- Eligible members may 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.
- The Medicaid program is the secondary payer.

Additional Key Contacts

Behavioral Health:

Phone Number: 844-368-7151
Hours: Monday – Friday, 8 a.m. to 6 p.m. local time

UnitedHealthcare Dental:

Phone Number: 844-368-7151
Hours: Monday – Friday, 8 a.m. to 6 p.m. local time

March Vision:

Phone Number: 844-736-2724
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: www.logisticare.com

OptumHealth NurseLine:

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