



UnitedHealthcare Dual Complete®, RP (Regional PPO-SNP) and UnitedHealthcare Dual Complete®, (HMO-SNP), offered by UnitedHealthcare Community Plan of Virginia

Quick Reference Guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources about UnitedHealthcare Dual Complete®, RP (Regional PPO-SNP) and (HMO-SNP) offered by UnitedHealthcare Community Plan of Virginia.



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 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 eligibility Link 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 > Virginia > Dual Complete Program.

Phone: 844-368-7151



Prescription Drugs

Formulary

Online: Link > UnitedHealthcare Community



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 Virginia
P.O. Box 5270
Kingston, NY 12402



Claims Management and Reconsideration

Please call **844-368-7151** or use the claimsLink application on Link.



Appeals Submission

Mail formal appeal to:

UnitedHealthcare Community Plan of Virginia
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 > Virginia > Dual Complete 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.

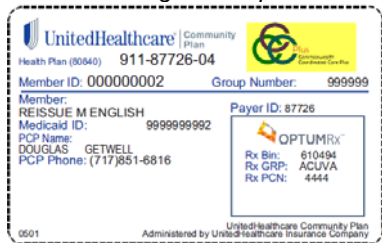


Sample Virginia State Medicaid Program ID Card



Sample Community Plan Commonwealth Coordinated Care Plus (CCC Plus) ID Card

Member may have a different CCC Plus benefits managed care provider.



Sample Dual Complete Member ID Cards Dual Complete (Regional PPO-SNP)



Dual Complete (HMO -SNP)



- Eligible members may carry all three cards when seeking treatment.
- Please remember to ask members for all health insurance ID cards.
- UnitedHealthcare Dual Complete Medicare Advantage plan is the primary payer
- The Medicaid program (CCC Plus) 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: 855-476-2724
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