

Need to contact us about UnitedHealthcare Community Plan? This reference guide provides you with quick access to a variety of resources.



Provider Services

Phone: 866-270-5785

- 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. – 5 p.m. PST (except major holidays).



Link and UnitedHealthcareOnline.com

Use Link to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To access Link, sign in to UnitedHealthcareOnline.com using your Optum ID.

If you don't have an Optum ID, go to UnitedHealthcareOnline.com and select "New User" to begin registration.

To learn more about using Link, please visit UnitedHealthcareOnline.com > Tools & Resources > Health Information Technology > [Link](#).



Eligibility and Benefits

Please call 866-270-5785 or use the Eligibility & Benefits application on Link.



Network Referrals

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

Online: UHCCommunityPlan.com > For Health Care Professionals > California > Find a Physician.

Phone: 866-270-5785

To submit a behavioral health service referral, please call 866-270-5785.



Prior Authorization Requests

Phone: 866-270-5785

Fax: 855-432-2828

Prior Authorization forms are available at UHCCommunityPlan.com > For Health Care Professionals > California > Provider Forms.

Prescription Drugs

Please use the Prescription Drug Prior Authorization Request Form available at UHCCommunityPlan.com > For Health Care Professionals > California > Provider Forms.

Some drug-specific forms are available at UHCCommunityPlan.com > For Health Care Professionals > California > Pharmacy Program.

To view a complete list of services that require prior authorization, please go to UHCCommunityPlan.com > For Health Care Professionals > California > Billing & Reference Guides > Advanced Notification/Prior Authorization List.



Claims Submission

Electronic Claims:

Please submit claims within 180 days of service to:
UnitedHealthcareOnline.com > Claims & Payments
> Claim Submission.

Payer ID: 87726

Paper Claims:

Please mail claims to:
UnitedHealthcare Community Plan – California
P.O. Box 30884
Salt Lake City, UT 84130-0884



Appeals Submission

The appeal form is located at
UHCCommunityPlan.com > For Health Care
Professionals > California > Provider Forms >
Provider Disputes.

Please mail the completed form to:
UnitedHealthcare Community Plan - California
Attention: Provider Dispute
P.O. Box 31364
Salt Lake City, UT 84131



Claims Management and Reconsideration

Please call 866-270-5785 or use the Claims
Management and Claims Reconsideration
applications on Link.



Other Resources

For more information, please contact your
Physician Advocate or visit
UHCCommunityPlan.com > For Health Care
Professionals > California.



Sample Member ID Card

UnitedHealthcare Community Plan
Health Plan (80840) 911-87726-04

Member ID: 999999999 **Group Number:** CAMCMP

Member: SUBSCRIBER A MEMBER **Payer ID:** 87726

PCP Name: PROVIDER PHYSICIAN
PCP Phone: (999)999-9999

OPTUMRx[™]

Rx Bln: 610494
Rx Grp: ACUCA
Rx PCN: 4444

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In case of emergency call 911 or go to nearest emergency room. Printed: 07/18/17

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myuhc.com/communityplan or call. Emergency Services rendered to the Member by non-Contracting providers are reimbursable by the Contractor without Prior Authorization.

For Member Customer Service: 866-270-5785 TTY 711

For Providers : uhccommunityplan.com 866-270-5785
Claims: PO Box 30884, Salt Lake City, UT 84130-0884

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