

**UnitedHealthcare QUEST Integration
Hours of Operation
7:45 a.m. - 4:30 p.m. HST Monday - Friday**

UNIT	DESCRIPTION	PHONE / FAX / ADDRESS / WEBSITE
HEALTH PLAN ADMINISTRATIVE OFFICE	1132 Bishop St., Ste. 400 Honolulu, HI 96813	808-535-1000
MEMBER / PROVIDER SERVICES	Call Center Phone Number	1-888-980-8728 For Medicare Advantage-Dual Special Needs Program (MA-DSNP), call 866-622-8054 TTY: 711 (Hearing Impaired)
	Prior Authorization Phone Number	1-888-980-8728 TTY: 711 (Hearing Impaired)
	Prior Authorization Fax Number	1-800-267-8328
	Website Link (All Provider Information/Resource)	https://www.UHCCCommunityPlan.Com
	Website Link (Prior Authorization)	https://www.unitedhealthcareonline.com
	Claims Address	UnitedHealthcare CommunityPlan QUEST Integration P.O. Box 31365 Salt Lake City, UT 84131-0365 Payer ID#: 87726 (EDI Claims Submission) For ERA, use Payer ID# 04567
BEHAVIORAL HEALTH	Call Center Phone Number	1-888-980-8728 For Medicare Advantage-Dual Special Needs Program (MA-DSNP), call 866-622-8054 TTY: 711 (Hearing Impaired)
	Prior Authorization Fax Number	1-877-840-5581
	Provider Manual Website Link	www.providerexpress.com
	Claims Address	Optum P.O. Box 30757 Salt Lake City, UT 84130-0757 Payer ID#: 87726 (EDI Claims Submission) For ERA, use Payer ID# 04567
PHARMACY	Main Phone Number	1-888-980-8728 or TTY: 711 (Hearing Impaired)
	Prior Authorization Phone Number	1-800-310-6826
	Prior Authorization-Fax Number	1-866-940-7328
	Help Desk Phone Number	1-800-797-9791
	Bioscrip-Specialty Drug	1-800-584-0265
	Formulary	www.UHCCCommunityPlan.Com
TRANSPORTATION	Reservations Phone Number	1-866-475-5744
	Ride Assistance Phone Number	1-866-475-5745
	Hearing Impaired Phone Number	1-866-288-3133