

# UnitedHealthcare Community Plan of Louisiana - Dual Complete (HMO SNP) Quick Reference Guide

This reference guide provides you with quick access to a variety of resources to help make it easier for you to contact us about the UnitedHealthcare Community Plan of Louisiana Dual Complete (HMO SNP) program.



## Provider Services

**Phone:** 866-263-0627

- 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. - 8 p.m. Eastern Time, Monday - Friday (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 866-263-0627 or use the Eligibility & Benefits application on Link.



## Network Referrals

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

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

**Phone:** 866-263-0627

To submit a behavioral health service referral, please call 866-263-0627



## Prior Authorization Requests

**Phone:** 866-604-3267

**Fax:** 877-271-6290

**Prior authorization** information is available at Link > Prior Authorization and Notification application.



## Prescription Drugs

### Formulary

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

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## Claims Submission

### Electronic Claims:

Please submit claims within 180 days of service to: [UnitedHealthcareOnline.com](http://UnitedHealthcareOnline.com) > [Claims & Payments > Claim Submission](#).

**Payer ID:** 87726

**Paper Claims:** Please mail claims to:  
UnitedHealthcare Community Plan - Louisiana  
P.O. Box 31341  
Salt Lake City, UT 84131-0350



## Claims Management and Reconsideration

Please call 866-263-0627 or use the Claims Management and Claims Reconsideration applications on [Link](#).



## Appeals Submission

### Mail formal appeals to:

UnitedHealthcare Community Plan – Louisiana  
Attention: Provider Dispute  
P.O. Box 6106  
MS CA 124-0157  
Cypress, CA 90630



## Other Resources

For more information, please contact your Physician Advocate or visit [Link > UnitedHealthcare Community Plan application > For Health Care Professionals > Louisiana > Dual Complete \(HMO SNP\) Program](#).



## Sample Member ID Card

UnitedHealthcare Community Plan  
Health Plan (80840): 911-87726-04  
Member ID: 000000000-00 Group Number: **LADSNP**  
Member: SUBSCRIBER CARD  
PCP Name: Doctor Physician  
PCP Phone: (999) 999-9999  
Payer ID: 87726  
Dental Benefits Included  
**Medicare Rx**  
Prescription Drug Coverage  
RxBin: 610097  
RxPCN: 9999  
RxGrp: MPDCSLA  
H5008 PBP# 010  
UnitedHealthcare Dual Complete (HMO SNP)  
Medicare limiting charges apply.

Customer Service Hours: 8 a.m. - 8 p.m. local time, 7 days a week 00/00/000  
Barcode  
For Members  
Website: [www.UHCCommunityPlan.com](http://www.UHCCommunityPlan.com)  
Customer Service: 1-866-263-0627 TTY 711  
Nurseline: 1-877-440-9407 TTY 711  
Behavioral Health: 1-866-263-0627 TTY 711  
Dental: 1-866-263-0627 TTY 711  
For Providers [www.UHCCommunityPlan.com](http://www.UHCCommunityPlan.com) 1-866-263-0627  
Medical Claim Address: **PO Box 31341, Salt Lake City, UT 84131-0350**  
Dental Providers: [www.dbp.com](http://www.dbp.com) 1-866-263-0627  
**Medicare Community Plan**  
For Pharmacists 1-877-889-6510  
Pharmacy Claims OptumRx PO Box, 29045 Hot Springs, AR 71903

Sample ID cards are for illustration only. Actual cards may vary.