

UnitedHealthcare Community Plan of New Jersey UnitedHealthcare Dual Complete[®] ONE (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 **UnitedHealthcare Community Plan Dual Complete ONE[®] (HMO SNP)**.



Provider Services

Phone: 888-362-3368

- 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, 6 a.m. to 6 p.m. Eastern Time, Monday through Friday (except major holidays).



Link and UHCprovider.com

Use Link to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To access Link, visit UHCprovider.com/Link.

If you don't have an Optum ID, go to *Getting Started With Link* and select "Please [register](#) to create your Optum ID" to begin registration.

To learn more about using Link, go to UHCprovider.com/Link > *Getting Started With Link* > Choose from: [Video: Accessing Link via UHCprovider.com](#), [Accessing Link - Quick Reference Guide](#), [Browser Compatibility](#) or [Finding Your Password Owner](#).



Eligibility and Benefits

Please call Provider Services at 888-362-3368 or visit UHCprovider.com > [Eligibility and Benefits Information](#).



Network Referrals

You can find a network care provider using one of the following methods:

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

Phone: 888-362-3368



Prior Authorization Requests

Phone: 888-362-3368

Fax: 888-840-9284

Prior authorization information is available at UHCprovider.com > [Prior Authorization and Notification Resources](#).



Prescription Drugs

Formulary

Online: UHCCommunityPlan.com > For Health Care Professionals > New Jersey > [Pharmacy Program](#) > UnitedHealthcare Dual Complete[®] ONE (HMO SNP) H3113-005

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Claim Submission Electronic Claims:

Please submit claims within 180 days of service to: UHCprovider.com > [Claims and Payment Resources](#) > Submit a Claim.

Payer ID: 86047

Paper Claims: Please mail claims to:
UnitedHealthcare Dual Complete[®] ONE
P.O. Box 5250
Kingston, NY 12402-5250



Claim Management and Reconsideration

Please call Provider Services at 888-362-3368 or visit UHCprovider.com > [Claims and Payment Resources](#).



Appeal Submission

Mail formal complaints and appeals to:

UnitedHealthcare Dual Complete[®] ONE
Attn: Complaint and Appeals Department
P.O. Box 31364
Salt Lake City, UT 84131-0364

Mail formal utilization management appeals to:

UnitedHealthcare Dual Complete[®] ONE
Attn: UM Appeals Coordinator
P.O. Box 31364
Salt Lake City, UT 84131-0364



Other Resources

For more information on the UnitedHealthcare Dual Complete[®] ONE (HMO SNP) plan, please visit UHCCommunityPlan.com > For Health Care Professionals > New Jersey > [Dual Complete[®] ONE](#).



Sample Member ID Card

		UnitedHealthcare Dual Complete ONE	
Health Plan (80840)	911-86047-08		
UHC Medicare ID: 9999999999	Group Number: NJDUALCM		
Member:		Payer ID: 86047	
Subscriber Brown			
UHC Medicaid ID: 9999999999			
PCP Name:			
Provider Brown			
PCP Phone: (999)999-9999			
Coplay: No Copays			
Dental Benefits Included H3113 PBP# 005		UnitedHealthcare Dual Complete ONE(HMO SNP)	

In an emergency go to nearest emergency room or call 911. <small>Printed: 09/21/17</small>			
Preauthorization not required for emergency care			
For Members Website:	www.UHCCommunityPlan.com		
Customer Service:	1-800-514-4911	TTY 711	
NurseLine:	1-877-440-9407	TTY 711	
Behavioral Health:	1-800-514-4911	TTY 711	
Dental:	1-800-514-4911	TTY 711	
For Providers :	UHCCommunityPlan.com	1-888-362-3368	
For Dental Providers:	www.uhcproviders.com	1-800-508-4881	
Medical Claims:	PO Box 5250, Kingston, NY 12402-5250		
Medicare Community Plan		CP	
Pharmacy Claims:	OptumRX, PO Box 29045, Hot Springs, AR 71903		
For Pharmacists:	1-877-889-6510 *Medicare ID must be used to submit Rx claims		

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