



UnitedHealthcare Community Plan of Virginia CCC Plus Quick Reference Guide

Need to contact UnitedHealthcare Community Plan? Use this reference guide for quick access to a variety of helpful resources.



Link

Use Link to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To sign into 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: 877-843-4366

- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims status
- Request prior authorization
- Submit an appeal request

Representatives are available weekdays, 8 a.m. – 6 p.m. Eastern Time (except major holidays).



Prior Authorization Requests (Medical)

Phone: 877-843-4366

Fax: 844-882-7133

Cardiology and Radiology Prior Authorization (Evicore)

Phone: 866-889-8054

7 a.m. – 7 p.m., Monday through Friday

Fax: 866-889-8061

Prior Authorization forms are available at UHCommunityPlan.com > For Health Care Professionals > Virginia > Provider Forms.



Eligibility and Benefits

Phone: 877-843-4366

Online: Use the eligibility Link app on Link.



Care Professional Network

Call us or go online to find a network care provider.

Phone: 877-843-4366

Online: UHCommunityPlan.com > For Health Care Professionals > Virginia > Find a Physician



Prescription Drugs

Online Formulary: UHCommunityPlan.com > For Health Care Professionals > Virginia > Pharmacy Program

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

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

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



Claims Submission

Electronic Claims: Please submit claims within 365 days of service to UHCprovider.com > Claims, Billing and Payments > Submit a Claim.

Payer ID Number: 87726

Paper Claims:

Please mail claims to:
UnitedHealthcare Community Plan of Virginia
P.O. Box 5270
Kingston, NY 12402-5240



Claims Management and Reconsideration

Phone: 877-843-4366

Online: Use the claimsLink app on Link.



Appeals Submission

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

Mail form to:

Community Plan Grievances and Appeals
Attention: Provider Dispute
P.O. Box 31364
Salt Lake City, UT 84131-0364



Other Resources

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



Sample Member ID Card

Health Plan (80840) 911-87726-04	
Member ID: 999999999	Group Number: 99999
Member: SUBSCRIBER M BROWN	Payer ID: 87726
Medicaid ID: XXXXXXXXX	
PCP Name: PROVIDER BROWN	
PCP Phone: (999) 999-9999	
<small>0000 UnitedHealthcare Community Plan Administered by UnitedHealthcare Insurance Company</small>	

In case of emergency call 911 or go to nearest emergency room. Printex: 010101

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myUHC.com/CommunityPlan.com or call. Member Customer Service Hours 8:00 am-8:00pm local time.

For Member Customer Service:	866-622-7982	TTY 711
Behavioral Health:	866-622-7982	TTY 711
NurseLine:	888-547-3674	TTY 711
Smiles for Children:	888-912-3456	

For Providers: www.unitedhealthcareonline.com 877-843-4366
 Claims: PO Box 5270, Kingston, NY 12402

Pharmacy Claims: OptumRx, PO Box 28044, Hot Springs, AR 71903
 For Pharmacists: 1-855-873-3493

Additional Contacts

Behavioral Health

Phone: 877-843-4366

Hours: Monday – Friday, 8 a.m. to 6 p.m. Eastern Time

Dental: UnitedHealthcare Dental

Phone: 877-843-4366

Hours: Monday – Friday, 8 a.m. to 6 p.m. Eastern Time

Vision: March Vision

Phone: 855-476-2724

Hours: Monday – Friday, 8 a.m. to 5 p.m. Eastern Time

Non-Emergent Transportation: MTM

For Tidewater, Western/Charlottesville, and Northern/Winchester

Phone: 888-258-0521

Hours: Monday – Friday, 8 a.m. to 8 p.m. Eastern Time

Non-Emergent Transportation: National MedTrans

For Central, Roanoke/Alleghany, and Southwest

Phone: 844-604-2078

TTY: 844-488-9724

Hours: Monday – Friday, 7 a.m. to 7 p.m. Eastern Time

OptumHealth NurseLine

Phone: 877-543-4293

Hours: Available 24 hours a day, seven days a week