



# UnitedHealthcare Dual Complete<sup>®</sup> (HMO SNP) in Washington

## 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](http://UHCprovider.com) and click on the Link button in the top right corner.

If you aren't registered, go to [UHCprovider.com](http://UHCprovider.com) and select "New User." To learn more about using Link, please visit [UHCprovider.com/Link](http://UHCprovider.com/Link) or call the UnitedHealthcare Connectivity Desk at 866-842-3278, option 1, 7 a.m. – 9 p.m. Central Time, Monday – Friday.



### Provider Services

**Phone:** 866-944-4984

- 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. Local Time (except major holidays).



### Prior Authorization Requests (Medical)

**Phone:** 866-604-3267

**Fax:** 888-310-6858

**Online:** Find out more on the Prior Authorization and Notification app on Link.



### Prescription Drugs

**Online Formulary:** [UHCCommunityPlan.com](http://UHCCommunityPlan.com)  
> For Health Care Professionals >  
Washington > Pharmacy Program >  
UnitedHealthcare Dual Complete.



### Eligibility and Benefits

**Phone:** 866-944-4984

**Online:** Use the eligibilityLink app on Link.



### Care Professional Network

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

**Phone:** 866-944-4984

**Online:** [UHCprovider.com](http://UHCprovider.com) > Menu > Find a Care Provider.



### Claims Submission

#### Electronic Claims:

Please submit claims within 180 days of service to [UHCprovider.com](http://UHCprovider.com) > Claims, Billing and Payments > Submit a Claim.

**Payer ID Number:** 87726

#### Paper Claims:

Please mail claims to:  
UnitedHealthcare Community Plan – Washington  
P.O. Box 31350  
Salt Lake City, UT 84131-0350



### Claims Management and Reconsideration

**Phone:** 866-944-4984

**Online:** Use the claimsLink app on Link.



### Appeals Submission

#### Mail formal appeals to:

UnitedHealthcare Community Plan – Washington  
Attention: Provider Dispute  
P.O. Box 31364  
Salt Lake City, UT 84131-0364



### Behavioral Health

**Phone:** 866-944-4984

Monday – Friday, 8 a.m. to 6 p.m. Local Time



### Dental

**Phone:** 844-275-8750

Monday – Friday, 8 a.m. to 6 p.m. Local Time



### Non-Emergent Transportation: Logisticare

**Phone:** 866-418-9812

Monday – Friday, 8 a.m. to 8 p.m. Local Time



### NurseLine

**Phone:** 877-365-7949

Seven days a week, 24 hours a day



### Sample Member ID Card

**UnitedHealthcare** Community Plan  
Health Plan (80840): 911-87726-04  
Member ID: QA00000-00 Group Number: WADSNP


Member: **MEMBER BROWN** Payer ID: 87726  
PCP Name: **PROVIDER BROWN** Dental Benefits Included  
PCP Phone: (000) 000-0000

**MedicareRx**  
Prescription Drug Coverage

RxBin: 610097  
RxCN: 9999  
RxGrp: MPDCSP

H5008 BPP# 002 UnitedHealthcare Dual Complete (HMO SNP)

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 11/14/17



**For Members**  
Website: [www.UHCCommunityPlan.com](http://www.UHCCommunityPlan.com)  
Customer Service: 1-866-944-4984 TTY 711  
NurseLine: 1-877-365-7949 TTY 711  
Behavioral Health: 1-866-944-4984 TTY 711  
Dental: 1-866-944-4984 TTY 711

**For Providers** [www.unitedhealthcareonline.com](http://www.unitedhealthcareonline.com) 1-866-944-4984  
Medical Claim Address: P.O. Box 31361 Salt Lake City, UT 84131-0361  
Dental Providers: [www.dbp.com](http://www.dbp.com) 1-844-275-8750

**Medicare Community Plan UHC** NO Referral Required  
For Pharmacists 1-877-889-6510  
Pharmacy Claims: [www.UHC.com](http://www.UHC.com) PO Box 29045, Hot Springs, AR 71903

