

UnitedHealthcare Community Plan Quick Reference Guide (as of Oct. 1, 2023)

	AHCCCS Complete Care	Developmental Disabilities (DD)	Long Term Care	UnitedHealthcare Dual Complete® (HMO SNP) and UnitedHealthcare Dual Complete® ONE (HMO SNP)
Prior Authorization	uhcprovider.com/paan or 1-800-445-1638	uhcprovider.com/paan or 1-800-445-1638	uhcprovider.com/paan or 1-602-255-8913 or 1-800-293-3740	uhcprovider.com/paan or 1-800-445-1638
Rx Prior Authorization	1-800-310-6826 or uhcprovider.com/AZcommunityplan > Pharmacy Resources & Physician Administered Drugs	1-800-310-6826 or AZcommunityplan > Pharmacy Resources & Physician Administered Drugs	1-800-310-6826 or AZcommunityplan > Pharmacy Resources & Physician Administered Drugs	1-800-711-4555 or AZcommunityplan > Pharmacy Resources & Physician Administered Drugs
Submit Claims	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com Behavioral Health (BH) Claims: Optum P.O. Box 30760 Salt Lake City, UT 84130-0760	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com BH Claims: Optum P.O. Box 30760 Salt Lake City, UT 84130-0760	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com BH Claims: Optum P.O. Box 30760 Salt Lake City, UT 84130-0760	UnitedHealthcare Community Plan P.O. Box 5290 Kingston, NY 12402-5290 or UnitedHealthcareOnline.com BH Claims: Optum P.O. Box 30760 Salt Lake City, UT 84130-0760
Lab	Labcorp: Labcorp.com	Labcorp: Labcorp.com	Labcorp: Labcorp.com	Labcorp: Labcorp.com
Durable Medical Equipment	Preferred Home Care: 1-800-636-2123 or PreferredHomecare.com Numotion (for CRS related conditions): 1-866-248-4839	Preferred Home Care: 1-800-636-2123 or PreferredHomecare.com Numotion (for CRS related conditions): 1-866-248-4839 PERS: Lifeline Systems Company 1-800-368-2925	Multiple providers list located at uhcprovider.com/AZcommunityplan (under Doctor Lookup)	Preferred Home Care: 1-800-636-2123 or PreferredHomecare.com PERS: Lifeline Systems Company 1-800-368-2925
Enteral	Preferred Home Care (for enteral services): 1-888-922-9809	Preferred Home Care (for enteral services): 1-888-922-9809	Multiple providers list located at uhcprovider.com/AZcommunityplan	Preferred Home Care (for enteral services): 1-888-922-9809
Prosthetics and Orthotics	Multiple providers list located at uhcprovider.com/AZcommunityplan. Limitations apply for members 21 yrs and older	Multiple providers list located at uhcprovider.com/AZcommunityplan. Limitations apply for members 21 yrs and older	Multiple providers list located at uhcprovider.com/AZcommunityplan. Limitations apply for members 21 yrs and older	Multiple providers list located at uhcprovider.com/AZcommunityplan
Vision	NationwideVision.com	NationwideVision.com	NationwideVision.com	NationwideVision.com
Hearing Aids	uhcprovider.com/AZcommunityplan (under Doctor Lookup; covered benefit for members under age 21)	N/A	N/A	UnitedHealthcare Hearing: 1-855-523-9355 or UHChearing.com
Transportation	Medical Transportation Brokerage of Arizona (MTBA): 1-888-700-6822 or 602-889-1777, TTY/TDD 711	Medical Transportation Brokerage of Arizona (MTBA): 1-888-700-6822 or 602-889-1777, TTY/TDD 711	Medical Transportation Brokerage of Arizona (MTBA): 1-888-700-6822 or 602-889-1777, TTY/TDD 711	Medical Transportation Brokerage of Arizona (MTBA): 1-888-700-6822 or 602-889-1777, TTY/TDD 711. *see provider manual for benefit restrictions for DSNP only
Dental	Claims: P.O. Box 2185, Milwaukee, WI 53201 Provider toll-free: 1-855-812-9208	Claims: P.O. Box 2185, Milwaukee, WI 53201 Provider toll-free: 1-855-812-9208	Claims: P.O. Box 2185, Milwaukee, WI 53201 Provider toll-free: 1-855-812-9208	Claims: P.O. Box 2185, Milwaukee, WI 53201 Provider toll-free: 1-855-812-9208
Other Important Numbers				
Provider Services	1-800-445-1638 (8 a.m.–5 p.m., M–F)	1-800-445-1638 (8 a.m.–5 p.m., M–F)	1-800-293-3740 (8 a.m.–5 p.m., M–F)	1-800-445-1638 (8 a.m.–5 p.m., M–F)
Member Services	1-800-348-4058, TTY 711 (8 a.m.–5 p.m., M–F)	1-800-348-4058, TTY 711 (8 a.m.–5 p.m., M–F)	1-800-293-3740 (8 a.m.–5 p.m., M–F) After-hours 1-800-377-2055	1-877-614-0623, TTY 711 (8 a.m.–8 p.m., M–F)
Crisis Lines	Statewide Crisis Line: 1-844-534-HOPE (4673)	Statewide Crisis Line: 1-844-534-HOPE (4673)	Statewide Crisis Line: 1-844-534-HOPE (4673)	Statewide Crisis Line: 1-844-534-HOPE (4673)