Hospital Discharge Planning Resource Guide

This reference guide provides a list of the departments at United Health Care that may be helpful in assisting with coordination and authorization of services that a member may need as part of the discharge plan. United Health Care has also provided names of their team who may assist with any issues that have not been resolved timely and need to be escalated. United Health Care provides services in Regions 3, 4, 6 and 11 and also provides services for comprehensive, LTC. For more information contact United Health Care at 877-842-3210 or check their website at UHCprovider.com/FLcommunityplan.

Utilization Management
Support provided: <i.e. Authorizations related to outpatient services, including home health, IV infusion, DME, and hospice>
Phone number: 877-842-3210
Hours of operation during non-holidays: <Monday to Friday from 8AM-8PM >
Inpatient: 8AM-5PM
Contact after hours or weekends:
Inpatient 866-547-0649
Special instructions for after hours or weekends:
MMA Only: Get prior authorization from Link: 1. To access the Prior Authorization app, go to UHCprovider.com, then click Link. 2. Select the Prior Authorization and Notification app on Link. 3. View notification requirements

Escalation contact:
Primary UnitedHealthcare Connectivity Help Desk
Phone number 866-842-3278
Secondary Provider Servicers phone number 877-842-3210

Pharmacy
Support provided: <i.e. Authorizations related to retail drugs, specialty drugs, information on what drugs require a PA>
Phone number: 800-310-6826
Hours of operation during non-holidays: 24/7
Contact after hours or weekends: 800-310-6826
Special instructions for after hours or weekends:

Escalation contact:
Primary (OptumRx) Phone number 800-310-6826
Secondary professionals.optumrx.com phone number 877-305-8952 (OptumRx)
Subcontracted Utilization Management Services

Support provided: i.e. Pharmacy, Radiology, therapies

Phone number:
MMA- 888-716-8787
LTC-800-791-9233
Radiology PA- 866-889-8054

Hours of operation during non-holidays: Monday to Friday from 8am – 5pm

Contact after hours or weekends: 866-815-5334

Special instructions for after hours or weekends:
Call 866-815-5334 to discuss the guidelines and utilization management

Escalation contact:
Utilization Management – Primary (UM)
phone number
MMA- 888-716-8787
LTC: 800-791-9233
Utilization Management Secondary <UM>,
phone number
866-815-5334

Transportation

Support provided: i.e. non-emergency transportation home upon discharge

Phone number: 844-525-2329

Hours of operation during non-holidays
Monday to Friday from 7 AM - 7 PM

Contact after hours or weekends: 844-525-2329

Special instructions for after hours or weekends:
For Extended Support Hours for Discharges, Members Stranded, etc. is 24/7 including Holidays
Hospitals: call 844-525-2329
For discharges, transportation attempt to accommodate them ASAP but there is a 3-hour window

Escalation contact:
Primary MedTrans phone number
844-525-2329
Secondary MedTrans, phone number
escalations@natmedtrans.com

Case Management

Support provided: i.e. assistance with appointments post discharge, linking member to community services, education on condition, coordination with treating providers

Phone number: 877-842-3210

Hours of operation during non-holidays: Monday to Friday from 8am – 5pm

Contact after hours or weekends: 877-842-3210

Special instructions for after hours or weekends:
Florida_CareManagement@uhc.com

Escalation contact:
Primary WPC, phone number 877-842-3210
Secondary WPC, phone number E MAIL FL_FBHRCM
<uhc_fl_fbhrcm@optum.com>
To ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient’s PCP please contact 877-842-3210 or UHCprovider.com/benefits

UnitedHealthcare Searchable Provider Directory Tool