

# Statewide Medicaid Managed Care

Quick reference guide

This quick reference guide provides a list of the departments at UnitedHealthcare that may assist with coordination and authorization of services that a member may need as well as contact details for teams who may assist with unresolved issues requiring escalation. UnitedHealthcare provides services in Regions 3, 4, 6 and 11, and provides services for comprehensive long-term care. For more information, contact UnitedHealthcare at **877-842-3210** or visit us at [UHCprovider.com/FLcommunityplan](https://UHCprovider.com/FLcommunityplan).



## Behavioral health

Authorizations related to behavioral health services, referrals, treatment centers, and behavioral health directory.

MMA: 877-842-3210

LTC: 800-791-9233 Regular (non-holiday) hours of operation

Optum Substance Use Disorder Helpline available 24 hours a day, 7 days a week, 365 days a year

Member Phone Number: **855-780-5955**

Additional behavioral health resources

Online: [providerexpress.com](https://providerexpress.com)

For providers and members identifying local Medication-Assisted Treatment (MAT) and behavioral health treatment providers.

Florida Behavioral Health Impact Mental Health Resource Directory

This program seeks to enhance accessibility of resources for women and children in need of mental health and substance use supports through a statewide directory of active and qualified maternal and pediatric behavioral health providers.



### Case management

Assistance with appointments post-discharge, connecting member to community services, condition escalation, and coordination with treating providers.

Phone number: **888-716-8787**

Regular (non-holiday) hours of operation

Monday–Friday, 8 a.m.–5 p.m.

Contact after hours or weekends

NurseLine: **877-678-8624**

Additional case management resources

Medical referrals

**[uhc\\_fl\\_fbhrcm@optum.com](mailto:uhc_fl_fbhrcm@optum.com)**

Behavioral referrals

**[carecoordination@optum.com](mailto:carecoordination@optum.com)**

Opioid Use Disorders (OUD)/Substance Use Disorders (SUD)

Email **[uhc\\_fl\\_fbhrcm@optum.com](mailto:uhc_fl_fbhrcm@optum.com)** Subject Line: HFS referral



### Perinatal care support

Healthy First Steps®

High-risk pregnancy case management

Phone number: **800-599-5985**

Fax: 877-353-6913

Regular (non-holiday) hours of operation Monday–Friday, 8 a.m.–5 p.m.

Contact after hours or weekends NurseLine at **877-678-8624**



### Pharmacy

Authorizations related to retail drugs, specialty drugs, and information on drugs requiring prior authorization.

Phone number: **800-310-6826**

Regular (non-holiday) hours of operation 24 hours a day, 7 days a week, 365 days a year

Contact after hours or weekends: **800-310-6826**

After hours or weekends

Online: **[UHCprovider.com](http://UHCprovider.com)**

Phone: **800-310-6826**

Fax: 866-940-7328

If escalation is needed, contact:

Primary: Call OptumRx at **800-310-6826**

Secondary: Go to **[covermymeds.com](http://covermymeds.com)** or **877-305-8952**



## Subcontracted utilization management services

Pharmacy, telehealth, radiology, and ancillary therapies

MMA: **888-716-8787**

LTC: **800-791-9233**

Radiology prior authorization: **866-889-8054**

Regular (non-holiday) hours of operation Monday–Friday, 8 a.m.–5 p.m.

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

If escalation is needed, contact:

Primary: Utilization management

MMA: **888-716-8787**

LTC: **800-791-9233**

Secondary: Utilization management

**866-815-5334**



## Transportation

Non-emergency transportation (i.e., home upon discharge)

Call **866-252-1566**

Regular (non-holiday) hours of operation 24 hours a day, 7 days a week, 365 days a year

Contact after hours or weekends: Call **866-252-1566**

Extended support 24 hours a day, 7 days a week, including after hours, weekends, or holidays (for discharges, stranded members, etc.)

Hospitals: Call **866-252-1566**

Discharge accommodations are attempted as soon as possible but please allow for a 3-hour pickup window.

If escalation is needed, contact:

Primary: Call ModivCare at **866-252-1566**

Secondary: Email ModivCare at **FLUHC\_Complaints@modivcare.com** or **sandra.york@modivcare.com**

Additional escalation support: **jasmine.perez@modivcare.com 305-443-2983**

To help 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 call **877-842-3210** or visit **UHCprovider.com/benefits**.



## Utilization management

Authorizations related to outpatient services including home health, IV infusion, durable medical equipment (DME), and hospice.

Call **877-842-3210**

Regular (non-holiday) hours of operation

Outpatient: Monday–Friday, 8 a.m.–8 p.m.

Inpatient: Monday–Friday, 8 a.m.–5 p.m.

For assistance after business hours or on weekends, call **866-547-0649**

Special instructions for after business hours/weekends:

MMA Only: Submit prior authorization requests through the UnitedHealthcare Provider Portal

- Go to **UHCprovider.com** and click Sign In in the top right corner
- Log in using your One Healthcare ID and password
  - If you need to set up an account on the portal, go to **UHCprovider.com/access** and follow the steps to register
- Go to Prior Authorization in the top blue bar, and complete the submission request
  - Our **self-paced user guide** has more information and step-by-step instructions. Access the guide at **UHCprovider.com/training > Digital Solutions**.

If escalation is needed, contact:

Primary: UnitedHealthcare Connectivity Help Desk **866-842-3278**

Secondary: Provider Servicers **877-842-3210**



## Community resources

Housing program

Support provided to locate and maintain housing, to assist with housing applications as well as other public assistance housing programs.

Email **flhousingreferral@uhc.com**

Healthy Behaviors program

Assistance with weight loss, smoking cessation, and reduction of alcohol or other substance use.

Email **healthybehaviorsprogram\_dl@ds.uhc.com**

**UnitedHealthcare searchable provider directory tool**