

After-hours care

UnitedHealthcare Community Plan of Ohio

We want to help ensure our members have convenient access to high-quality care including after hours. We're committed to supporting you and your staff to achieve the best possible health outcomes for our members by offering prompt after-hours access to care.

UnitedHealthcare resources

In addition to your practice's after-hours care coverage, the following UnitedHealthcare resources are available to your patients who may need after-hours care.

- UnitedHealthcare's NurseLine
 - Phone: Call 800-542-8630.
 - Registered nurses are available 24 hours a day, seven days a week.
- UnitedHealthcare Doctor Chat
 - Download the app or go to UHCDoctorChat.com.
 - Doctors are available 24 hours a day, seven days a week.
- Urgent care
 - This option is for non-life-threatening symptoms like minor cuts or burns.

Please advise patients to call 911 or visit the emergency room for life-threatening situations after hours, such as loss of consciousness, uncontrollable bleeding and severe allergic reactions.

After-hours transportation services

If your patient needs non-emergency transportation services after hours, your staff can call LogistiCare at the following phone number, depending on the member's benefit plan.

For member rides

- UnitedHealthcare Community Plan: Call 800-269-4190.
- UnitedHealthcare Dual Complete: Call 833-219-1175.

For facility/discharge

- All members: Call 866-910-7680.

We're here to help

If you have questions, please call **800-600-9007** or go to UHCprovider.com/OHcommunityplan for more information.