



UnitedHealthcare Community Plan of Virginia: CCC Plus, Medicaid and Family Access to Medical Insurance Security (FAMIS) Quick Reference Guide

Need to contact UnitedHealthcare Community Plan? Use this reference guide for 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 and click on the Link button in the top right corner. If you aren't registered yet, go to UHCprovider.com and select "New User" to begin registration.

To learn more about using Link, please visit UHCprovider.com/Link.



Provider Services

CCC Plus

Phone: 877-843-4366

- 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. Eastern Time (except major holidays).

Medicaid and FAMIS

Phone: 844-284-0146



Eligibility and Benefits

CCC Plus

Online: Use the eligibilityLink app on Link.

Phone: 877-843-4366

Medicaid and FAMIS

Online: Use the eligibilityLink app on Link.

Phone: 844-284-0146



Prior Authorization Requests (Medical)

CCC Plus

Online: Use the Prior Authorization and Notification Tool on Link. Go to UHCProvider.com/paan.

Phone: 877-843-4366

Medicaid and FAMIS

Online: Use the Prior Authorization and Notification Tool on Link. Go to UHCProvider.com/paan.

Phone: 844-284-0146

Cardiology and Radiology Prior Authorization (Evicore)

Phone: 866-889-8054

7 a.m. – 7 p.m., Monday through Friday

Fax: 866-889-8061

Care Professional Network

Find a network care provider at UHCprovider.com > Click on the FIND DR icon in the top right corner.

CCC Plus

Phone: 877-843-4366

Medicaid and FAMIS

Phone: 844-284-0146



Prescription Drugs

Online Formulary:

UHCprovider.com/VACommunityplan > Pharmacy Resources and Physician Administered Drugs.

Please use the Prescription Drug Prior Authorization Request Form available at UHCprovider.com/VACommunity plan > Provider Forms and References.

Some drug-specific forms are available at UHCprovider.com/VACommunityplan > Pharmacy Resources and Physician Administered Drugs.

To view a complete list of services that require prior authorization, please go to UHCprovider.com > Prior Authorization and Notification.



Claims Submission

Electronic Claims:

Please submit claims within 365 days of service to UHCprovider.com > Claims and Payments > Submit a Claim.

Payer ID Number: 87726

Paper Claims:

Please mail claims to:
UnitedHealthcare Community Plan of Virginia
P.O. Box 5270
Kingston, NY 12402-5240



Claims Management and Reconsideration

CCC Plus

Online: Use the eligibilityLink app on Link.
Phone: 877-843-4366

Medicaid and FAMIS

Online: Use the eligibilityLink app on Link.
Phone: 844-284-0146



Appeals Submission

The appeal form is located at UHCprovider.com/VACommunityplan > Provider Forms and References > Provider Appeal Form.

Mail form to:

Community Plan Grievances and Appeals
Attention: Provider Dispute
P.O. Box 31364
Salt Lake City, UT 84131-0364



Other Resources

For more information, please contact your Physician Advocate or visit UHCprovider.com > Menu > Contact Us > Find a Network Contact.



Sample Member ID Card

Health Plan (80840) 911-87726-04	
Member ID: 999999999	Group Number: 99999
Member: SUBSCRIBER M BROWN	Payer ID: 87726
Medicaid ID: XXXXXXXXX	
PCP Name: PROVIDER BROWN	
PCP Phone: (999) 999-9999	
Rx Bin: 610494 Rx Grp: ACUVA Rx PCN: 4444	
0000 UnitedHealthcare Community Plan Administered by UnitedHealthcare Insurance Company	

In case of emergency call 911 or go to nearest emergency room. Printed: 01/01/01

This card does not guarantee coverage. To verify benefits or to find a provider, visit the website myUHC.com/CommunityPlan.com or call. Member Customer Service Hours 8:00 am-8:00pm local time.

For Member Customer Service:	866-622-7982	TTY 711
Behavioral Health:	866-622-7982	TTY 711
NurseLine:	888-547-3674	TTY 711
Smiles for Children:	888-912-3456	

For Providers: www.unitedhealthcareonline.com 877-843-4366
Claims: PO Box 5270, Kingston, NY 12402

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903
For Pharmacists: 1-855-873-3493

Health Plan (80840) 911-87726-04	
Member ID: 001500005	Group Number: VAMDN
Member Name	Payer ID: 87726
Medicaid ID: 999999995	
PCP Name:	
Provider Name PCP Phone: (000)000-000	
Date of Birth: 06/15/2013	Effective Date: 09/26/2013
No Copays	
0501 UnitedHealthcare Community Plan of Virginia - Medicaid Administered by UnitedHealthcare of the McAtamney, Inc.	

In an emergency go to nearest emergency room or call 911. Printed: 01/01/01

Carry card at all times and before you get non-emergency services. Call Member Services with questions or if you suspect fraud or abuse. Hospital: Pre-admission certification required for non-emergency admissions.

Member Services/Behavioral:	844-752-9434	TTY 711
Smiles for Children:	888-912-3456	TTY 711
NurseLine:	800-842-3014	TTY 711
Transportation:	833-215-3884	TTY 711

For Providers: UHCprovider.com 844-284-0146
Claims: PO Box 5270, Kingston, NY 12402-5270
Preauthorization: 844-284-0146

Pharmacy Claims: OptumRx, PO Box 29044, Hot Springs, AR 71903
For Pharmacists: 855-873-3493

Additional Contacts

Behavioral Health

CCC Plus

Phone: 877-843-4366

Hours: Monday – Friday, 8 a.m. to 6 p.m. Eastern Time

Medicaid and FAMIS

Phone: 844-284-0146

Hours: Monday – Friday, 8 a.m. to 6 p.m. Eastern Time

Dental: UnitedHealthcare Dental

CCC Plus

Phone: 877-843-4366

Hours: Monday – Friday, 8 a.m. to 6 p.m. Eastern Time

Medicaid and FAMIS

Phone: 844-284-0146

Hours: Monday – Friday, 8 a.m. to 6 p.m. Eastern Time

Non-Emergent Transportation: National MedTrans

CCC Plus

Phone: 866-622-7982

TTY: 711

Hours: Monday – Friday, 7 a.m. to 7 p.m. Eastern Time

Medicaid and FAMIS

Phone: 844-525-1493

TTY: 844-488-9724

Hours: Monday – Friday, 7 a.m. to 7 p.m. Eastern Time

OptumHealth NurseLine

Phone: 877-543-4293

Hours: Available 24 hours a day, seven days a week

Vision: March Vision

Phone: 855-476-2724

Hours: Monday – Friday, 8 a.m. to 5 p.m. Eastern Time