

# Quick Reference Guide

For health care professionals | Alabama  
UnitedHealthcare Dual Complete® Select (HMO D-SNP)

Effective Jan. 1, 2022



|                                  | Online  | Phone          |
|----------------------------------|---|----------------|
| UnitedHealthcare Provider Portal | <a href="https://UHCprovider.com/portal">UHCprovider.com/portal</a>                       | 1-877-842-3210 |
| PCP membership reports           | <a href="https://UHCprovider.com/portal">UHCprovider.com/portal</a>                       |                |
| Member eligibility and benefits  | <a href="https://UHCprovider.com/eligibility">UHCprovider.com/eligibility</a>             |                |
| Claims/reconsiderations          | <a href="https://UHCprovider.com/claims">UHCprovider.com/claims</a>                       |                |
| Prior authorization              | <a href="https://UHCprovider.com/paan">UHCprovider.com/paan</a>                           |                |
| EDI* transactions                | <a href="https://UHCprovider.com/edi">UHCprovider.com/edi</a>                             |                |
| Referrals                        | <a href="https://UHCprovider.com/referral">UHCprovider.com/referral</a>                   |                |
| Prescription coverage/pricing    | <a href="https://UHCprovider.com/precheckmyscript">UHCprovider.com/precheckmyscript</a>   |                |
| Prescription drug formulary      | <a href="https://UHCprovider.com/dsnpformulary">UHCprovider.com/dsnpformulary</a>         |                |
| Provider educational resources   | <a href="https://UHCprovider.com/training">UHCprovider.com/training</a>                   |                |
| Facility/practice data updates   | <a href="https://UHCprovider.com/mypracticeprofile">UHCprovider.com/mypracticeprofile</a> |                |

## Behavioral health

Submit a behavioral health referral:

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

Phone: 1-800-496-5841

7 days a week, 24 hours a day

Virtual Visits: 1-800-496-5841

## Appeals submission

API: Submit appeals with attachments using our API solution.

Get more information online at

[UHCprovider.com/api](https://UHCprovider.com/api).

Online: [UHCprovider.com](https://UHCprovider.com). Click

“Sign In” in the top right corner.

## Model of care training

Please complete the required annual Model of Care training at

[UHCprovider.com/training](https://UHCprovider.com/training) >

Special Needs Plan Model of Care Training for Providers.

## Claims submission

Payer ID: 87726

## Electronic claims

Claims can be filed as an EDI 837 transaction or by using Claims on [UHCprovider.com/portal](https://UHCprovider.com/portal).

## Paper claims

Please mail claims to:

UnitedHealthcare

Alabama

P.O. Box 31362

Salt Lake City, UT 84131-0362

Please submit claims within 90 days of service, or the time frame in your Participation Agreement.

## Other helpful resources

For more information, please contact your dedicated Provider Advocate. If you do not have a dedicated Provider Advocate, please send an email to [southeastprteam@uhc.com](mailto:southeastprteam@uhc.com) or visit [UHCprovider.com/AL](https://UHCprovider.com/AL) > Medicare.

## Member resources

Navigator Care Coordinators are now dedicated to each D-SNP member. Members with questions can call the number on their member ID card. Non-members can call 1-855-277-4716 to see if they qualify.

# Key contacts for additional benefits



## Dental

Phone: 1-844-275-8750

Monday-Friday, 8 a.m.-6 p.m. ET

Online: [UHCdentalproviders.com](http://UHCdentalproviders.com)



## Personal Emergency Response System

Phone: 1-855-596-7612

Monday-Friday, 8 a.m.-8:30 p.m. ET;

Saturday, 9 a.m.-5:30 p.m. ET

Online: [lifeline.philips.com/UHCMedicare](http://lifeline.philips.com/UHCMedicare)



## OTC+Healthy Food Benefit (Solutran)

Phone: 1-833-853-8587

7 days a week, 8 a.m.-8 p.m., local time, excluding CMS Holidays

Online: [healthybenefitsplus.com/HWP](http://healthybenefitsplus.com/HWP)



## Renew Active® Fitness Program

Phone: 1-866-480-1086

7 days a week, 8 a.m.-8 p.m. local time

Online: [UHCrenewactive.com](http://UHCrenewactive.com)



## Vision (UnitedHealthcare Vision)

Phone: 1-800-638-3120

Monday-Friday, 7 a.m.-10 p.m.;

Saturday, 8 a.m.-5:30 p.m.

Online: [spectera.com](http://spectera.com)



## Meal Delivery

Phone: 1-855-428-6667

Monday-Friday, 7 a.m.-6 p.m. CT

Online: [momsmeals.com/care-transitions/](http://momsmeals.com/care-transitions/)



## Transportation

Phone: 1-866-418-9812

Monday-Friday, 8 a.m.-5 p.m. local time

Online: [modivcare.com](http://modivcare.com)



## Virtual Medical Visits

Phone: 1-800-496-5841

7 days a week, 24 hours a day

Online: [myUHCMedicare.com](http://myUHCMedicare.com)



## Hearing

Phone: 1-855-523-9355

Monday-Friday, 8 a.m.-8 p.m. CT

Online: [UHChearing.com](http://UHChearing.com)





## Nurse Hotline

Phone: 1-877-365-7949

7 days a week, 24 hours a day

## Sample ID cards

### Member ID

|  |   |
|--|---|
|  <b>UnitedHealthcare</b><br>Dual Complete |   |
| Health Plan (80840): 999-99999-99  |   |
| Member ID: 999999999   | Group Number:   |
| Member:<br>SUBSCRIBER BROWN  |   |
| Payer ID:  |   |
| PCP Name:<br>DR. PROVIDER BROWN<br>PCP Phone: (999)999-9999  | <br>Rx Bin: 999999<br>Rx Grp: XXXXXXXX<br>Rx PCN: 9999 |

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Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements. Not for distribution to retirees or beneficiaries.

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