

Quick Reference Guide

For health care professionals | Alabama
UnitedHealthcare Dual Complete® Plan 2 (HMO D-SNP)

Effective Jan. 1, 2022



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

Behavioral health

Submit a behavioral health referral:

Online: 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.

Online: 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 >

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.

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 or visit 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



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



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



Renew Active® Fitness Program

Phone: 1-866-480-1086

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

Online: 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



Meal Delivery

Phone: 1-855-428-6667

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

Online: momsmeals.com/care-transitions/



Transportation

Phone: 1-866-418-9812

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

Online: modivcare.com



Virtual Medical Visits

Phone: 1-800-496-5841

7 days a week, 24 hours a day

Online: myUHCMedicare.com



Hearing

Phone: 1-855-523-9355

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

Online: UHChearing.com





Nurse Hotline

Phone: 1-877-365-7949

7 days a week, 24 hours a day

Sample ID cards

Member ID

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