Need to contact us? This reference guide provides you with quick access to a variety of helpful resources about the UnitedHealthcare Dual Complete® (HMO D-SNP) Medicare Advantage plan.

UHCprovider.com, Link and EDI
Use Link and Electronic Data Interchange (EDI) to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To learn more about using Link and EDI, please visit UHCprovider.com/link and UHCprovider.com/edi.

Provider Services
Phone: 800-933-4017
• Confirm member eligibility and benefits.
• Provide care coordination notification.
• Check claims status.
• Request prior authorization.
• Update facility/practice data.
• Submit a reconsideration request.
Representatives are available weekdays, 8 a.m. – 8 p.m. (except major holidays).

Network Referrals
Online: UHCprovider.com > Find Dr. > Search for a Provider > Medical Directory > Medicare Plans > UnitedHealthcare Dual Complete®
Phone: 844-368-7149
To submit a behavioral health service referral, please call 844-368-7149.

Eligibility and Benefits
Please use the eligibilityLink tool at UHCprovider.com/eligibilityLink, EDI 270/271 transactions or call 844-368-7149.

Prescription Drugs
Formulary List
Online: UHCprovider.com/CADSNP > Dual Complete Medicare Advantage Pharmacy Formulary

Prior Authorization Requests
Online: UHCprovider.com/paan
Phone: 844-368-7149

Claims Management and Reconsideration
Please use the claimsLink tool at UHCprovider.com/claimsLink or call 844-368-7149.

Claims Submission
Payer ID: 87726
Electronic Claims: Please submit claims within 180 days of service, or the time frame in your participation agreement. Claims can be filed as an EDI 837 transaction or by using the Claims Submission tool in Link.

Paper Claims:
Please mail claims to:
UnitedHealthcare Community Plan of California
P.O. Box 81348
Salt Lake City, UT 84131-0348

Appeals Submission
Mail formal appeals to:
UnitedHealthcare Community Plan of California
Attention: Provider Dispute
5757 Plaza Drive
Cypress, CA 90630

Model of Care Training
Please complete the required Model of Care training at UHCprovider.com > Menu > Resource Library > Training > Special Needs Model of Care Training for Providers.

Other Resources
For more information, please contact your Provider Advocate or visit UHCprovider.com/CAcommunityplan > UnitedHealthcare Dual Complete® Special Needs Plans.