

Care Provider Information

Quick Reference Guide: Texas

UnitedHealthcare Dual Complete® Focus (HMO D-SNP)

Effective Jan. 1, 2020

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



eprg.wellmed.net and EDI

Use Electronic Data Interchange (EDI) to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To learn, please visit eprg.wellmed.net



Provider Services

Phone: 877-842-3210

- 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. – 6 p.m. (except major holidays).



Network Referrals

Online: UHCprovider.com > Find Dr. > Search for a Provider > Medical Directory > Medicare Plans > UnitedHealthcare Dual Complete®

Phone: 877-842-3210

To submit a behavioral health service referral, please call **877-842-3210**.



Eligibility and Benefits

Please use the eligibilityLink tool at **UHCprovider.com/eligibilityLink**, EDI 270/271 transactions or call **877-842-3210**.



Prescription Drugs

Formulary List

Online: UHCprovider.com/TXDSNP > Dual Complete Medicare Advantage Pharmacy Formulary



Prior Authorization Requests

Online: eprg.wellmed.net

Phone: 877-757-4440

Fax: 866-322-7276



Claims Management and Reconsideration

To check the status of your claims log into **eprg.wellmed.net**. For all other claims questions, call **800-550-7691**.

Claims Submission

Payer ID: WELM2

Electronic Claims: Please submit claims within 180 days of service, or the time frame in your participation agreement.

Paper Claims:

Please mail claims to:

WellMed Claims
P.O. Box 400066
San Antonio, TX 78229

Appeals Submission

Mail formal appeals to:

WellMed Appeals
P.O. Box 400066
San Antonio, TX 78229



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/TXcommunityplan** > UnitedHealthcare Dual Complete® Special Needs Plans or **eprg.wellmed.net**.

Key Contacts for Additional Benefits



Dental

Phone: 844-275-8750
Monday – Friday, 7 a.m. – 5 p.m.
Online: UHCproviders.com



Vision (UnitedHealthcare Vision®)

Phone: 800-638-3120
Monday – Friday, 7 a.m. – 10 p.m.
Saturday, 8 a.m. – 5:30 p.m.
Online: UHCprovider.com



Non-Emergent Transportation (Comfort Care)

Phone: 866-879-8023
Monday – Friday, 6 a.m. – 8 p.m.



Virtual Doctor Visits

Phone: 866-480-2064
7 days a week, 24 hours a day
Online: amwell.com



NurseLine

Phone: 877-440-9407
7 days a week, 24 hours a day



Fitness Benefit

Phone: 866-480-2064
Online: myrenewactive.com



Personal Emergency Response System

Phone: 855-596-7612
Monday – Friday, 7:30 a.m. – 5:30 p.m.
Online: lifeline.philips.com



Health Products Card (FirstLine Medical)

Phone: 844-368-7171
Monday – Friday, 7 a.m. – 7 p.m.
Saturday, 7 a.m. – 4 p.m.
Online: healthproductscard.com



Hearing

Phone: 855-523-9355
Monday – Friday, 8 a.m. – 8 p.m.
Online: UHChearing.com



Behavioral Health

Phone: 877-842-3210
Monday – Friday, 8 a.m. – 6 p.m.
Online: providerexpress.com
Virtual Visits Phone: 800-508-0088

Sample Cards

UnitedHealthcare Dual Complete®

Community Plan Health Plan (80840): 999-99999-99 Member ID: 999999999 Group Number: XXXXX Member: SUBSCRIBER BROWN Payer ID: WELM2 PCP Name: DR. PROVIDER BROWN PCP Phone: (999)999-9999		Rx Bin: 999999 Rx Grp: XXXXXXXX Rx PCN: 9999
H4527 PBP# 004 UnitedHealthcare Dual Complete® Focus (HMO D-SNP)		

Medicaid

Health and Human Services Commission Member name: Member ID: Issuer ID: Date card sent:		Note to Provider: Ask this member for the card from their Medicaid medical plan. Providers should use that card for billing assistance. No medical plan card? Pharmacists can use the non-managed care billing information on the back of this card.
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Medicare

MEDICARE HEALTH INSURANCE Name/Nombre JOHN L SMITH Medicare Number/Número de Medicare 1EG4-TE5-MK72 Entitled to/Con derecho a HOSPITAL (PART A) MEDICAL (PART B)		Coverage starts/Coertura empieza 01-01-2020
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Doc#: PCA-1-015768-05072019_06052019

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CST25572_H4527-004