

# Care provider information | Kentucky UnitedHealthcare Dual Complete<sup>®</sup> (HMO D-SNP), effective Jan. 1, 2021

Quick reference guide

Provider Services	Online	Phone
Link self-service tools	<a href="https://UHCprovider.com/Link">UHCprovider.com/Link</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>	
Electronic Data Interchange (EDI) transactions	<a href="https://UHCprovider.com/edi">UHCprovider.com/edi</a>	844-855-9774 8 a.m.–5 p.m.
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: 844-855-9774

7 days a week, 24 hours a day

Virtual Visits: 877-614-0484



## Appeals submission

Mail formal appeals to:

UnitedHealthcare Appeals and Grievances Department

P.O. Box 6106

MS CA124-0187

Cypress, CA 90630



## Model of Care training

Please complete the required annual Model of Care training at [UHCprovider.com/training](https://UHCprovider.com/training) > Special Needs 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 Submission on Link.



### Paper claims

Please mail claims to:  
UnitedHealthcare Community Plan Kentucky  
P.O. Box 31350  
Salt Lake City, UT 84131-0350  
Please submit claims within 90 days of service or the timeframe in your Participation Agreement.



### Other helpful resources

For more information, please contact your Provider Advocate at [kentucky\\_PR\\_Team@uhc.com](mailto:kentucky_PR_Team@uhc.com) or visit [UHCprovider.com/KYCommunityPlan](http://UHCprovider.com/KYCommunityPlan) > UnitedHealthcare Dual Complete Special Needs Plan.



### Member resources

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

## Key contacts for additional benefits



### Dental

**Phone: 844-275-8750**  
Monday–Friday, 9 a.m.–7 p.m.  
**Online: [UHCproviders.com](http://UHCproviders.com)**



### OTC Benefit (FirstLine Benefits)

**Phone: 844-368-7171**  
Monday–Friday, 8 a.m.–8 p.m. and Saturday, 8 a.m.–5 p.m.  
**Online: [ShopFirstLineBenefits.com](http://ShopFirstLineBenefits.com)**



### Vision (MARCH®)

**Phone: 844-516-2724**  
Monday–Friday, 8 a.m.–5 p.m.  
**Online: [marchvisioncare.com](http://marchvisioncare.com)**



### Non-Emergent Transportation (LogistiCare®)

**Phone: 866-418-9812**  
Monday–Friday, 8 a.m.–5 p.m.  
**Online: [logisticare.com](http://logisticare.com)**



### NurseLine

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



### Healthy Food Benefit (Solutran)

**Phone: 855-473-4369**  
8 a.m.–8 p.m. local time, 7 days a week, October–March and Monday–Saturday, April–September  
**Online: [HealthyBenefitsPlus.com/HWP](http://HealthyBenefitsPlus.com/HWP)**



**Meal Program**  
**Phone: 855-428-6667**  
 Monday–Friday, 8 a.m.–7 p.m.  
**Online: [momsmeals.com](https://momsmeals.com)**



**Personal Emergency Response System**  
**Phone: 855-596-7612**  
 Monday–Friday, 8 a.m.–8:30 p.m. and Saturday, 9 a.m.–5:30 p.m.  
**Online: [lifeline.philips.com](https://lifeline.philips.com)**



**Virtual Doctor Visits**  
**Phone: 844-733-3627**  
 7 days a week, 24 hours a day  
**Online: [amwell.com](https://amwell.com)**



**Routine Chiropractic**  
**Phone: 800-873-4575**  
 Monday–Friday, 5 a.m.–5 p.m.  
**Online: [myoptumhealthphysicalhealth.com](https://myoptumhealthphysicalhealth.com)**



**Fitness Benefit**  
**Online: [UHCRenewActive.com](https://UHCRenewActive.com)**



**Hearing**  
**Phone: 855-523-9355**  
 Monday–Friday, 8 a.m.–8 p.m. local time  
**Online: [UHChearing.com](https://UHChearing.com)**



**Sample ID cards**

<p><b>Dual Complete Special Needs</b></p> 	<p><b>Medicaid</b></p> 	<p><b>Medicare</b></p> 
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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.