

Care provider information | Kentucky UnitedHealthcare Dual Complete[®] (HMO D-SNP), effective Jan. 1, 2021

Quick reference guide

Provider Services	Online	Phone
Link self-service tools	UHCprovider.com/Link	
Member eligibility and benefits	UHCprovider.com/eligibility	
Claims/reconsiderations	UHCprovider.com/claims	
Prior authorization	UHCprovider.com/paan	
Electronic Data Interchange (EDI) transactions	UHCprovider.com/edi	844-855-9774 8 a.m.–5 p.m.
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: 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 > 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 or visit 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



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



Vision (MARCH®)

Phone: 844-516-2724
Monday–Friday, 8 a.m.–5 p.m.
Online: marchvisioncare.com



Non-Emergent Transportation (LogistiCare®)

Phone: 866-418-9812
Monday–Friday, 8 a.m.–5 p.m.
Online: logisticare.com



Hearing

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



Fitness Benefit

Online: UHCRenewActive.com



Meal Program
Phone: 855-428-6667
 Monday–Friday, 8 a.m.–7 p.m.
Online: momsmeals.com



Virtual Doctor Visits
Phone: 844-733-3627
 7 days a week, 24 hours a day
Online: amwell.com



Routine Chiropractic
Phone: 800-873-4575
 Monday–Friday, 5 a.m.–5 p.m.
Online: myoptumhealthphysicalhealth.com



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



Sample ID cards

Dual Complete Special Needs	Medicaid	Medicare

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