

UnitedHealthcare Dual Complete

2023 group numbers, crossover claims processing
and balance billing

As a health care professional participating in UnitedHealthcare® Medicare Advantage plans in Florida, you may also deliver care and services to UnitedHealthcare Dual Complete® members. This guide can help you understand the Dual Special Needs Plan (D-SNP), identify those members, file claims for services and contact us if you have questions.

UnitedHealthcare Dual Complete

UnitedHealthcare Dual Complete is a UnitedHealthcare Medicare Advantage D-SNP for full-benefit, dual-eligible beneficiaries (full), qualified Medicare dual-eligible beneficiaries (QMBs) and partial dual-eligible beneficiaries (partial). UnitedHealthcare Medicare Advantage D-SNPs combine the hospital and doctor coverage of Medicare Parts A and B with Part D prescription drug coverage, plus additional features and benefits designed to meet the unique needs of identified Medicare consumer populations. You can find more plan information at UHCprovider.com/FL > Medicare > Florida Dual Complete Special Needs Plans.

2023 group numbers

Group name and H-PBP contract	Member type	Group number
UnitedHealthcare Dual Complete LP (HMO-POS D-SNP) (H1045-039)	Full	FLSNPHF1, FLSNHF1D
UnitedHealthcare Dual Complete LP (HMO-POS D-SNP) (H1045-039)	QMB	FLSNPHQ1, FLSNHQ1D
UnitedHealthcare Dual Complete LP (HMO-POS D-SNP) (H1045-039)	Partial	FLSNPHP1, FLSNHP1D
UnitedHealthcare Dual Complete ONE (HMO-POS D-SNP) (H2509-001)	Full	FLDSNP6F
UnitedHealthcare Dual Complete ONE (HMO-POS D-SNP) (H2509-001)	Partial	FLDSNP6P
UnitedHealthcare Dual Complete Choice (PPO D-SNP) (H1889-002-001)	Full	FLSNPPF4, FLSNPF4D
UnitedHealthcare Dual Complete Choice (PPO D-SNP) (H1889-002-001)	QMB	FLSNPPQ4, FLSNPQ4D
UnitedHealthcare Dual Complete Choice (PPO D-SNP) (H1889-002-001)	Partial	FLSNPPP4, FLSNPP4D
UnitedHealthcare Dual Complete Choice (PPO D-SNP) (H1889-002-002)	Full	FLSNPPF5, FLSNPF5D
UnitedHealthcare Dual Complete Choice (PPO D-SNP) (H1889-002-002)	QMB	FLSNPPQ5, FLSNPQ5D
UnitedHealthcare Dual Complete Choice (PPO D-SNP) (H1889-002-002)	Partial	FLSNPPP5, FLSNPP5D
UnitedHealthcare Dual Complete RP (Regional PPO D-SNP) (R0759-003)	Full	FLSNPPF1, FLSNPF1D
UnitedHealthcare Dual Complete RP (Regional PPO D-SNP) (R0759-003)	QMB	FLSNPPQ1, FLSNPQ1D
UnitedHealthcare Dual Complete RP (Regional PPO D-SNP) (R0759-003)	Partial	FLSNPPP1, FLSNPP1D

Preferred provider organization (PPO), health maintenance organization-point of service (HMO-POS)

2023 plan changes

We are excited to announce that we have added a new HMO-POS plan, H2509-001, in the following counties: Alachua, Baker, Bradford, Citrus, Clay, Columbia, Dixie, Duval, Flagler, Gilchrist, Hamilton, Hardee, Hernando, Highlands, Hillsborough, Lafayette, Lake, Levy, Manatee, Marion, Miami-Dade, Nassau, Polk, Putnam, St. Johns, Sumter, Suwannee, Union, Volusia.

Sample member ID card

<p>UnitedHealthcare</p> <p>UnitedHealthcare Dual Complete LP (HMO-POS D-SNP) with Dental John A Sample Member Number 123456789-00 RxBIN 610097 RxPCN 9999 RxGRP MPDCSP Group Number: FLSNPHF1 H1045-039-000 PCP: Dr. Jane Sample PCP: 555-555-5555</p> <p>UCard™</p>  <p>MedicareRx Prescription Drug Coverage</p>	<p>For Members: myuhc.com/CommunityPlan Printed Date: 03-20-2023 Customer Service: 1-866-842-4968, TTY 711 Plan Year: 2023 For Providers: UHCprovider.com Provider Service: 1-866-842-4968</p> <p>Dental Providers: uhcdentalproviders.com 1-844-275-8750</p> <p>Payer ID: 87726 Medical Claims: P.O. Box 31350, Salt Lake City, UT 84131-0350 Pharmacy Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287 For Pharmacists: 1-877-889-6510</p>  <p>Card #: 9999999999999999 Security Code: 9999</p>
---	--

Sample member ID card for illustration only; actual information varies depending on payer, plan and other requirements.

Crossover payments for D-SNP: Florida Medicaid Wrap explained

Florida Medicaid Wrap (FLMW) will appear on your provider remittance advice (PRA) to indicate a Medicare crossover and Medicaid-only covered payment that we are responsible for paying. UnitedHealthcare Dual Complete is responsible for processing the beneficiaries' Medicare primary claim, and if full dual or QMB, their Medicare crossover payments due to their Medicaid eligibility. Providers only need to submit 1 claim, and we will process both sides of the payment accordingly.

Providers should not submit crossover payments to the State of Florida Medicaid office as we replace Medicaid fee-for-service for UnitedHealthcare DSNP members. This will also appear on your 270/271 transactions report. For full duals, if you are submitting a claim for Medicaid-only covered service, you must be a Medicaid-registered provider to be reimbursed.

Balance billing

Federal laws and Medicare regulations don't allow care providers to bill QMB or full-benefit, dual-eligible members for the Medicare coinsurance or deductibles. **Care providers or managed care entities may be subject to sanctions if they bill these members for any cost sharing.**

Please don't bill members who have the following group ID numbers:

- **UnitedHealthcare Dual Complete LP (HMO-POS D-SNP)**
 - FLSNPHF1, FLSNHF1D (full benefit dual eligible)
 - FLSNPHQ1, FLSNHQ1D (QMB)
- **UnitedHealthcare Dual Complete ONE (HMO-POS D-SNP)**
 - FLDSNP6F (full benefit dual eligible)

- **UnitedHealthcare Dual Complete Choice (PPO D-SNP)**
 - FLSNPPF4, FLSNPF4D (full benefit dual eligible)
 - FLSNPPQ4, FLSNPQ4D (QMB)
 - FLSNPPF5, FLSNPF5D (full benefit dual eligible)
 - FLSNPPQ5, FLSNPQ5D (QMB)
- **UnitedHealthcare Dual Complete RP (Regional PPO D-SNP)**
 - FLSNPPF1, FLSNPF1D (full benefit dual eligible)
 - FLSNPPQ1, FLSNPQ1D (QMB)

Only partial dual-eligible members may be billed for the Medicare coinsurance or deductible.

PRA message

We include messages on Medicare claim PRAs for UnitedHealthcare Dual Complete members to remind you that:

- Any applicable Medicare crossover claim is being processed
- QMB dual eligible or full-benefit, dual-eligible members should not be billed for the Medicare coinsurance or deductible



We're here to help

If you have questions, please contact Provider Services at **866-842-4968**.
Thank you.