

Quick Reference Guide

UnitedHealthcare Dual Complete® (PPO SNP)
New Mexico H2228-042 & H2228-046

HEALTH BENEFITS

Provider Look-up

Web: UHCCommunityPlan.com

Claim Submissions

Electronic: Payer ID 87726
Hard Copy: PO Box 30967
Salt Lake City, UT 84130

Dental Benefits

Phone Number: 1-877-702-5110
Hours: Monday – Friday, 6 a.m. to 6 p.m. MT
*For questions regarding basic coverage and provider information.
For more in-depth questions, call DBP Scion 1 at 1-855-918-2256.*

Vision Benefits

Phone Number: 1-877-702-5110
Hours: Monday – Friday, 6 a.m. to 6 p.m. MT
*For questions regarding basic coverage and provider information.
For claim or PA information, call March Vision. We are not permitted to
provide the phone number; UHC will transfer the caller to March Vision.*

Behavioral Health Benefits

Phone Number: 1-888-777-2735
Hours: Monday – Friday, 6 a.m. to 8 p.m. MT

Formulary Look-up

Web: UHCCommunityPlan.com

Prescriptions – Mail Order

Phone Number: 1-877-889-5802
Hours: Monday – Friday, 7 a.m. to 7 p.m. MT
Web: OptumRx.com

Prescriptions – Oral Prior Authorizations

Phone Number: 1-800-711-4555
Web: OptumRx.com
Choose option 1.

Prescriptions – Injectable Prior Authorizations

Phone Number: 1-800-711-4555
Web: OptumRx.com
Choose option 2.

AGENT TOOLS/MARKETING INFORMATION

Producer Help Desk

Phone Number: 1-888-381-8581
Hours: Monday – Friday, 6 a.m. to 6 p.m. MT
Email: phd@uhc.com

UnitedHealthcare Distribution Portal (UDP)

Web: UnitedHealthProducers.com or
UnitedHealthAdvisors.com

Agent Toolkit

Web: UHCAgentToolkit.com

Compliance

Email: compliance_questions@uhc.com
For questions or to report a non-compliant activity.

PRE-ENROLLMENT/ENROLLMENT

Product Information

Web: UHCCommunityPlan.com

UnitedHealthcare Enrollment

Fax Number: 1-501-262-7070

Outbound Enrollment and Verification (OEV) Calls

Email: oev_program@uhc.com

Application Cancellation and Withdrawals

Phone Number: 1-888-867-5554
Agent is NOT permitted to assist members on call.

ADDITIONAL BENEFITS

Health Products Catalog

Phone Number: 1-877-286-5414
 Hours: Monday – Friday, 6 a.m. to 6 p.m. MT
 Saturday, 6 a.m. to 3 p.m. MT
 Web: HealthProductsBenefit.com

Transportation

LogistiCare Customer Service: 1-866-418-9812
 LogistiCare Where's My Ride: 1-866-418-9813
 Hours: Monday – Friday, 8 a.m. to 5 p.m. MT

OptumHealth NurseLine

Phone Number: 1-877-365-7949
 Hours: 24/7

HouseCalls Program

Agent/Broker Hotline

Phone Number: 1-888-587-7977

Customer Hotline

Phone Number: 1-866-686-2504


Hours: Monday – Friday, 6 a.m. to 5:30 p.m. MT
 Saturday, 6 a.m. to 4:30 p.m. MT

Web: UHCHouseCalls.com


Call the number on the letter received or this number listed.

SAMPLE CARDS



Medicare

MEDICARE			HEALTH INSURANCE	
1-800-MEDICARE (1-800-633-4227)				
NAME OF BENEFICIARY YOUR NAME HERE				
MEDICARE CLAIM NUMBER		SEX		
000-00-0000-A				
IS ENTITLED TO		EFFECTIVE DATE		
HOSPITAL		(PART A)	07-01-2005	
MEDICAL		(PART B)	07-01-2005	
SIGN HERE				

New Mexico Medicaid

		STATE OF NEW MEXICO HUMAN SERVICES DEPARTMENT	
Medicaid Identification Card			
Card Control #		Date Issued	
ID Card #		Date of Birth	

UnitedHealthcare Dual Complete

	UnitedHealthcare	Community Plan
Health Plan (80840): 911-03432-06		
Member ID: 999999999		
Member: SUBSCRIBER BROWN		
PCP Name: DR. PROVIDER BROWN	Payer ID: 03432	
PCP Phone: (999)999-9999		
H-PBP	Health Plan Name (Plan Type)	

Front

Customer Service Hours: 8 a.m. to 8 p.m. local time, 7 days a week

For Members

Website: www.UHCCommunityPlan.com
 Customer Service: SEE YOUR CARD TTY 711
 Mental Health: SEE YOUR CARD TTY 711

For Providers www.UHCCommunityPlan.com 999-999-9999
 Medical Claim Address: PO Box 31350, Salt Lake City, UT 84131-0350

Pharmacy Claims OptumRX, PO Box 29045, Hot Springs, AR 71903
For Pharmacists 999-999-9999

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