

Quick Reference Guide

For health care professionals | Pennsylvania
UnitedHealthcare Dual Complete® Select (HMO D-SNP)

Effective Jan. 1, 2022



	Online	Phone
UnitedHealthcare Provider Portal	UHCprovider.com/portal	1-800-600-9007
PCP membership reports	UHCprovider.com/portal	
Member eligibility and benefits	UHCprovider.com/eligibility	
Claims/reconsiderations	UHCprovider.com/claims	
Prior authorization	UHCprovider.com/paan	
EDI* transactions	UHCprovider.com/edi	
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: 1-800-290-4009
7 days a week, 8 a.m.-8 p.m., Oct-Mar; M-F, Apr-Sept
Virtual Visits: 1-800-290-4009

Appeals submission

API: Submit appeals with attachments using our API solution. Get more information online at UHCprovider.com/api.
Online: UHCprovider.com. Click “Sign In” in the top right corner.

Model of care training

Please complete the required annual Model of Care training at UHCprovider.com/training > Special Needs Plan 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 on UHCprovider.com/portal.

Paper claims

Please mail claims to:
UnitedHealthcare Community Plan
Pennsylvania
P.O. Box 8207
Kingston, NY 12402-8207

Please submit claims within 90 days of service, or the time frame in your Participation Agreement.

Other helpful resources

For more information, please contact your dedicated Provider Advocate. If you do not have a dedicated Provider Advocate, please send an email to northeastprteam@uhc.com or visit UHCprovider.com/PA > Medicare.

Member resources

Members with questions can call the number on their member ID card. Non-members can call 1-855-277-4716 to see if they qualify.

Key contacts for additional benefits



Dental

Phone: 1-844-275-8750
Monday-Friday, 8 a.m.-6 p.m. ET
Online: UHCdentalproviders.com



Renew Active® Fitness Program

Phone: 1-800-290-4009
7 days a week, 8 a.m.-8 p.m., Oct-Mar;
M-F, Apr-Sept
Online: UHCrenewactive.com



OTC+Healthy Food Benefit (Solutran)

Phone: 1-833-853-8587
7 days a week, 8 a.m.-8 p.m., local time,
excluding CMS Holidays
Online: healthybenefitsplus.com/HWP



Meal Delivery

Phone: 1-855-428-6667
Monday-Friday, 7 a.m.-6 p.m. CT
Online: momsmeals.com/care-transitions/



Vision (March Vision)

Phone: 1-844-916-2724
Monday-Friday, 8 a.m.-5 p.m.
Online: marchvisioncare.com



Virtual Medical Visits

Phone: 1-800-290-4009
7 days a week, 24 hours a day



Transportation

Phone: 1-866-418-9812
Monday-Friday, 8 a.m.-5 p.m. local time
Online: modivcare.com



Nurse Hotline

Phone: 1-877-440-9407
7 days a week, 24 hours a day



Hearing

Phone: 1-855-523-9355
Monday-Friday, 8 a.m.-8 p.m. CT
Online: UHChearing.com



UnitedHealthcare® At Home

Phone: 1-855-409-7073
Monday-Friday, 9 a.m.-5:30 p.m. local time
Online: UHCathome.com



Personal Emergency Response System

Phone: 1-855-596-7612
Monday-Friday, 8 a.m.-8:30 p.m. ET;
Saturday, 9 a.m.-5:30 p.m. ET
Online: lifeline.philips.com/UHCMedicare

Sample ID cards

Member ID

Health Plan (80840): 999-99999-99	
Member ID: 999999999	Group Number:
Member: SUBSCRIBER BROWN	
Payer ID:	
PCP Name: DR. PROVIDER BROWN	Rx Bin: 999999
PCP Phone: (999)999-9999	Rx Grp: XXXXXXXX
	Rx PCN: 9999

Medicaid

RECIP#	0123456789
NAME:	DOE JOHN
CARD ISSUE#	00

Medicare

Name/Nombre: JOHN L SMITH	
Medicare Number/Número de Medicare: 1EG4-TE5-MK72	
Entitled to/Con derecho a:	Coverage starts/Cobertura empieza:
HOSPITAL (PART A)	01-01-2021
MEDICAL (PART B)	01-01-2021

PCA-1-21-02928-M&R-QRG_08252021

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

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