

# UnitedHealthcare Dual Complete® (HMO-SNP), offered by UnitedHealthcare Community Plan of Michigan **Quick Reference Guide**

Need to contact us? Use this reference guide for quick access to a variety of helpful resources about about UnitedHealthcare Dual Complete®, (HMO-SNP), offered by UnitedHealthcare Community Plan of Michigan, a Medicare Advantage program.



Link and UHCprovider.com

Use Link to perform secure transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. If you don't aren't registered yet, go to UHCprovider com and select "New User" to begin registration.

To learn more about using Link, please visit UHCprovider.com/Link



**Provider Services** Phone: 844-368-6885

Confirm member eligibility and benefits Provide care coordination notification

Check claims status

Request prior authorization Update facility/practice data Submit an appeal request

Representatives are available weekdays, 8 a.m. - 6 p.m. local time (except major holidays).



Eligibility and Benefits

Please call 844-368-6885 or use the eligibility Link application on Link.



Care Professional Network

You may find a network provider online or by calling us.

Online: Link > UnitedHealthcare Community Plan application > For Health Care Providers > Michigan > Dual Complete (HMO-SNP) Program.

Phone: 844-368-6885



Prescription Drugs

Formulary

Online: Link > UnitedHealthcare Community Plan application > For Health Care Providers >Michigan > Dual Complete (HMO-SNP) Program.



Claims Submission

Electronic Claims:

Please submit claims within 90 days of service, or the timeframe in your participation agreement to UHCprovider.com/Link.

Payer ID: 95467

Paper Claims: Please mail claims to: UnitedHealthcare Community Plan of Michigan P.O. Box 30991 Salt Lake City, UT 84130





Claims Management and Reconsideration Please call 844-368-6885or use the claimsLink application on Link.



Appeals Submission
Mail formal appeal to:
UnitedHealthcare Community Plan of
Michigan
Attention: Appeals and Grievance
P. O. Box 31364
Salt Lake City], UT, 84131-0364



#### Other Resources

For more information, please contact your Physician Advocate or visit Link > UnitedHealthcare Community Plan application > For Health Care Professionals > Michigan> Dual Complete Program HMO — SNP



Completing Model of Care Training
Please complete the required Model of Care
training at UHCprovider.com > Menu >
Resource Library > Training > 2017 Special
Needs Plan Model of Care Training.

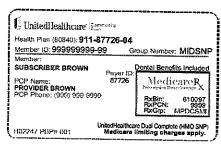


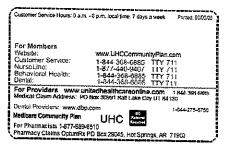
## Sample Community Plan Medicaid Member ID Card





## Sample Dual Complete Member ID Card







## Sample State Medicaid Member ID Card



- Eligible members may carry all three cards when seeking treatment.
- Please remember to ask members for all health insurance ID cards.
- Dual Complete® Medicare Advantage is the primary payer.

#### Additional Key Contacts

#### Behavioral Health:

Phone Number: 844-368-6885

Hours: Monday - Friday, 8 a.m. to 6 p.m.

local time

#### UnitedHealthcare Dental:

Phone Number: 844-368-6885

Hours: Monday - Friday, 8 a.m. to 6 p.m.

local time

#### March Vision:

Phone Number: 844-586-2724

Hours: Monday - Friday, 8 a.m. to 5 p.m.

local tîme

#### Non-Emergent Transportation:

Logisticare

Phone Number: 866-418-9812

Hours: Monday - Friday, 8 a.m. to 5 p.m.

local time

Web: Logisticare.com

#### OptumHealth NurseLine:

Phone Number: 877-440-9407

Hours: 7 days a week, 24 hours a day

