

Provider Key Contact List

Network Management Services / Provider Relations

Contracting, orientation and follow-up, changes (demographic and contractual), forms, credentialing status/ inquiries.

Phone: 877-670-8432 Toll Free
Fax: 888-659-0619 Toll Free
Email: PCP-NetworkManagementServices@uhcsouthflorida.com
Address: Preferred Care Partners Inc. & Preferred Care Network Inc.
 1000 NW 57th Ct.
 Suite 500
 Miami, FL 33126

Audit and recovery

Ask questions related to overpayments

Phone: 1-800-550-7691

Phone: 1-800-550-7691

Claims

Claims submissions, encounters, claim inquiries, claim status.

Phone: 866-725-9334 Toll Free
Address: P.O. Box 30448
 Salt Lake City, UT 84130-0448
 Payer ID 65088
Online: UHCprovider.com/claims

Phone: 800-348-5548 Toll Free
Address: P.O. Box 30448
 Salt Lake City, UT 84130-0448
 Payer ID 78857
Online: UHCprovider.com/claims

Claims (Wellmed)

Claims submissions, encounters, claim inquiries, claim status.

Phone: 1-800-550-7591 Toll Free
Address: Wellmed Claims
 P.O. Box 30508
 Salt Lake City, UT 84130-0609
 Payer ID WELM2
Online: eprg.wellmed.net

Phone: 1-800-550-7591 Toll Free
Address: Wellmed Claims
 P.O. Box 30508
 Salt Lake City, UT 84130-0609
 Payer ID WELM2
Online: eprg.wellmed.net

Credentialing

Update or complete credentialing, recredentialing, document changes, or recent hires or terminations in your practice or facility.

Phone: 1-800-963-6495
Fax: 1-844-897-6352

Phone: 1-800-963-6495
Address: 1-844-897-6352

Electronic remittance (facilitated by Change Healthcare)

Information and registration for electronic payment services

Phone: 1-800-845-6592
Online: changehealthcare.com

Phone: 1-800-845-6592
Online: changehealthcare.com

Eligibility & Benefits Verification

Verify benefits and eligibility general claims information.

Phone: 866-725-9334 Toll Free
Online: UHCprovider.com/eligibility

Phone: 800-348-5548
Online: UHCprovider.com/eligibility

Enrollment

Medicare beneficiaries interested in plan information and/or enrolling in the health plan.

Phone: 877-485-5595 Toll Free
TTY: 711 at Florida Relay
Fax: 888-659-0616
E-mail: Enroll@uhcsouthflorida.com

Phone: 877-485-5595 Toll Free
TTY: 711 at Florida Relay
Fax: 855-479-5645
E-mail: Enroll@uhcsouthflorida.com

Fraud, Waste & Abuse

Report suspected fraud, waste & abuse

Phone: 844-359-7736 (UHC Hot Line)
Online: uhc.com/fraud

Phone: 844-359-7736 (UHC Hot Line)
Online: uhc.com/fraud

Grievance & Appeals

Grievance and appeals procedures, forms and status.

Plans: **Medical Care – Part C**
UHC Preferred Medicare Advantage (HMO)
UHC Preferred Complete Care (HMO C-SNP)
Address: **Preferred Care Partners**
Appeals & Grievance Department
P.O. Box 6106
MS CA120-0360
Cypress, CA 90630-0016

Plans: **Medical Care – Part C**
UHC MedicareMax Medicare Advantage (HMO)
UHC MedicareMax Complete Care (HMO C-SNP)
Address: **Preferred Care Network**
Appeals & Grievance Department
P.O. Box 6106
MS CA120-0360
Cypress, CA 90630-0016

Plans: **Medical Care – Part C & B**
UHC Preferred Dual Complete
(HMO D-SNP & HMO POS D-SNP)
Address: **Preferred Care Partners**
Appeals & Grievance Department
P.O. Box 6106
MS CA120-0360
Cypress, CA 90630-0016

Plans: **Medical Care – Part C & B**
UHC MedicareMax Dual Complete
(HMO D-SNP & HMO POS D-SNP)
Address: **Preferred Care Network**
Appeals & Grievance Department
P.O. Box 6106
MS CA120-0360
Cypress, CA 90630-0016

Plans: **Prescription Drugs – Part D**
All plans
Address: **Preferred Care Partners**
Appeals & Grievance Department
P.O. Box 6106
MS CA120-0368
Cypress, CA 90630-0016

Plans: **Prescription Drugs – Part D**
All plans
Address: **Preferred Care Network**
Appeals & Grievance Department
P.O. Box 6106
MS CA 120-0368
Cypress, CA 90630-0016

Member Services

General benefit information, select or change primary care physician, assistance with prescriptions and transportation.

Phone: 866-231-7201 (TTY 711) Toll-Free
Phone: 866-480-1086 (TTY - 711) Toll-Free (D-SNP plans)
Online: MyPreferredCare.com

Phone: 800-407-9069 Medicare (TTY 711) Toll-Free
Phone: 866-480-1086 (TTY - 711) Toll-Free (D-SNP plans)
Online: PCNhealth.com

Pharmacy (Optum RX)

Pharmacy benefits eligibility, claims adjudication inquiries, and prior authorization request inquiries.

Address: **OptumRX**
P.O. Box 650287
Dallas, TX 75265-0287
Phone: 800-711-4555 (TTY 711) Toll-Free
Online: Professionals.optumrx.com

Address: **OptumRX**
P.O. Box 650287
Dallas, TX 75265-0287
Phone: 800-711-4555 (TTY 711) Toll-Free
Online: Professionals.optumrx.com



Risk Management

Report incidents involving all privacy issues (potential breaches of PHI or PII) immediately to our Risk Manager

Phone: 1-877-504-1179
Email: risk.management@uhc.com

Phone: 1-877-504-1179
Email: risk.management@uhc.com

Utilization Management

Pre-certification, outpatient referrals, inpatient admission, discharge planning, case management & after-hours emergency calls.

Phone: 800-995-0480
Online: UHCprovider.com/priorauth

Phone: 866-273-9444
Online: UHCprovider.com/priorauth

UnitedHealthcare Online Technical Support

Provider hotline for UnitedHealthcareOnline.com

Phone: 866-842-3278 Toll-Free
Option 1

Phone: 866-842-3278 Toll-Free
Option 1