

# Provider Contact List

## NETWORK MANAGEMENT SERVICES/ PROVIDER RELATIONS

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

E-MAIL:  
pcp-NetworkManagementServices@uhcsouthflorida.com

## PREFERRED CARE PARTNERS

PHONE: (877) 670-8432 - Toll free  
FAX: (888) 659-0619

## CLAIMS

Claim submissions, encounters, claim inquiries, claim status.

www.UHCProvider.com/claims

## PREFERRED CARE PARTNERS

PHONE: (866) 725-9334 - Toll free  
ADDRESS: P.O. Box 30448  
Salt Lake City, UT 84130-0448  
Payer ID 65088

## ELIGIBILITY & BENEFITS VERIFICATION

Verify benefits and eligibility, general claims information.

## PREFERRED CARE PARTNERS

www.UHCprovider.com/eligibility  
PHONE: (866) 725-9334 - Toll free

## ENROLLMENT

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

## PREFERRED CARE PARTNERS

PHONE: (877) 485-5595 - Toll free  
TTY: 711

## FRAUD, WASTE & ABUSE

Report suspected fraud, waste or abuse.

E-MAIL: ReportFraud@uhcsouthflorida.com

## PREFERRED CARE PARTNERS

PHONE: (844) 359-7736 (UHC Hot Line)  
PHONE: (877) 842-3210 (Voice Portal)

## APPEALS & GRIEVANCES

Appeals and grievances procedures, forms and status.

## PREFERRED CARE PARTNERS

Medical Care - Part C  
Appeals and Grievance Department  
P.O. Box 6106  
MS CA124-0157  
Cypress, Ca 90630-0016

Prescription Drugs - Part D  
Appeals and Grievance Department  
P.O. Box 6106  
MS CA124-0197  
Cypress CA, 90630-0016

## UNITEDHEALTHCARE ONLINE TECH SUPPORT

Provider hotline for UHCProvider.com  
PHONE: (866) 842-3278 - Toll free

## MEMBER SERVICES

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

## PREFERRED CARE PARTNERS

PHONE: (866) 231-7201 - Toll free

## PHARMACY (OptumRx)

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

professionals.optumrx.com

## PREFERRED CARE PARTNERS

PHONE: (800) 711-4555 - Toll free

## UTILIZATION MANAGEMENT

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

EDI: Transactions 278 and 278N

Online: UHCprovider.com/paan

Information: UHCprovider.com/priorauth (Policies, instructions and tips)

## PREFERRED CARE PARTNERS

PHONE: (800) 995-0480 - Toll free

**OUR PROVIDER PORTAL: [www.UHCProvider.com](http://www.UHCProvider.com)**  
FOR REFERRALS AND AUTHORIZATIONS

