

# Statewide Medicaid Managed Care

## Quick reference guide

This quick reference guide provides a list of the departments at UnitedHealthcare that may assist with coordination and authorization of services that a member may need as well as contact details for teams who may assist with unresolved issues requiring escalation. UnitedHealthcare provides services in Regions 3, 4, 6 and 11, and provides services for comprehensive long-term care (LTC). For more information, contact UnitedHealthcare at **877-842-3210** or visit us at [UHCprovider.com/FLcommunityplan](https://UHCprovider.com/FLcommunityplan).

\*After the IVR message, speak the name of the desired department when prompted. Although it is not required, an NPI and a member ID number will help ensure the calls are routed appropriately.



### Behavioral health

Authorizations related to behavioral health services, referrals, treatment centers and behavioral health directory

- Managed Medical Assistance (MMA): **877-842-3210\***
- Long Term Care (LTC): **800-791-9233\*** regular (non-holiday) hours of operation  
Optum Substance Use Disorder Helpline available 24 hours a day, 7 days a week, 365 days a year
- Member phone number: **855-780-5955**

#### Additional behavioral health resources

- [providerexpress.com](https://providerexpress.com)

For providers and members identifying local Medication-Assisted Treatment (MAT) and behavioral health treatment providers.

Florida Behavioral Health Impact Mental Health Resource Directory: [flmomsmhresources.org](https://flmomsmhresources.org)

This program seeks to enhance accessibility of resources for women and children in need of mental health and substance use support through a statewide directory of active and qualified maternal and pediatric behavioral health providers.



## Case management

Assistance with appointments post-discharge, connecting member to community services, condition escalation and coordination with treating providers

- Phone number: **888-716-8787\***

Regular (non-holiday) hours of operation: Monday–Friday, 8 a.m.–5 p.m.

Contact after hours or weekends

- NurseLine: **877-678-8624**

### Additional case management resources

- Medical referrals: [uhc\\_fl\\_fbhrcm@optum.com](mailto:uhc_fl_fbhrcm@optum.com)
- Behavioral referrals: [care.coordination@optum.com](mailto:care.coordination@optum.com)

Opioid Use Disorders (OUD)/Substance Use Disorders (SUD): [uhc\\_fl\\_fbhrcm@optum.com](mailto:uhc_fl_fbhrcm@optum.com) with subject line HFS referral



## Perinatal care support

Healthy First Steps® High-risk pregnancy case management

- Phone number: **800-599-5985**
- Fax: 877-353-6913

Regular (non-holiday) hours of operation Monday–Friday, 8 a.m.–5 p.m.

Contact after hours or weekends

- NurseLine at **877-678-8624**

Obstetrical Risk Assessment Form (OBRAF) submission: [hfsescalation@optum.com](mailto:hfsescalation@optum.com)

Case management referrals after hours or weekends: [uhc\\_fl\\_fbhrcm@optum.com](mailto:uhc_fl_fbhrcm@optum.com) with subject line HFS referral, Medicaid ID and date of birth (DOB)



## Pharmacy

Authorizations related to retail drugs, specialty drugs and information on drugs requiring prior authorization

- Phone number: **800-310-6826**

Regular (non-holiday) hours of operation 24 hours a day, 7 days a week, 365 days a year

Contact after hours or weekends

- Online: [UHCprovider.com](https://UHCprovider.com)
- Phone: **800-310-6826**
- Fax: 866-940-7328

### If escalation is needed, contact:

- Primary: Call OptumRx at **800-310-6826**
- Secondary: Go to [covermymeds.com](https://covermymeds.com) or call **877-305-8952**



## Subcontracted utilization management services

Pharmacy, telehealth, radiology and ancillary therapies

- MMA: **888-716-8787\***
- LTC: **800-791-9233\***

Radiology prior authorization

- Phone: **866-889-8054**

Regular (non-holiday) hours of operation Monday–Friday, 8 a.m.–5 p.m.

Contact after hours or weekends

- Phone: **866-815-5334**

After hours or weekends

- Call **866-815-5334** to discuss the guidelines and utilization management

### If escalation is needed, contact:

Primary: Utilization management

- MMA: **888-716-8787\***
- LTC: **800-791-9233\***

Secondary: Utilization management

- Phone: **866-815-5334**



## Transportation

Non-emergency transportation (i.e., home upon discharge)

- Phone: **866-252-1566**

Regular (non-holiday) hours of operation 24 hours a day, 7 days a week, 365 days a year

Contact after hours or weekends

- Phone: **866-252-1566**

Extended support 24 hours a day, 7 days a week, including after hours, weekends or holidays (for discharges, stranded members, etc.)

- Hospitals: Call **866-252-1566**

Discharge accommodations are attempted as soon as possible but please allow for a 3-hour pickup window.

### If escalation is needed, contact:

- Primary: Call ModivCare at **866-252-1566**
- Secondary: Email ModivCare at [FLTransportation@modivcare.com](mailto:FLTransportation@modivcare.com) and/or [jennifer.halterman@modivcare.com](mailto:jennifer.halterman@modivcare.com)

To help ensure optimal continuity of care, it is important and encouraged to connect the patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP, please call **877-842-3210** or visit [UHCprovider.com/benefits](http://UHCprovider.com/benefits).



## Utilization management

Authorizations related to outpatient services including home health, IV infusion, durable medical equipment (DME) and hospice

- Phone: **877-842-3210\***

Regular (non-holiday) hours of operation

– Outpatient: Monday–Friday, 8 a.m.–8 p.m.

– Inpatient: Monday–Friday, 8 a.m.–5 p.m.

For assistance after business hours or on weekends

- Phone: **866-547-0649**

Special instructions for after business hours/weekends

MMA only: Submit prior authorizations requests through the UnitedHealthcare Provider Portal

- Go to [UHCprovider.com](https://UHCprovider.com) and click Sign In in the top right corner
- Log in using your One Healthcare ID and password
  - If you need to set up an account on the portal, go to [UHCprovider.com/access](https://UHCprovider.com/access) and follow the steps to register
- Go to Prior Authorization in the top blue bar, and complete the submission request
  - Our [self-paced user guide](#) has more information and step-by-step instructions. Access the guide at [UHCprovider.com/training](https://UHCprovider.com/training) > [Digital Solutions](#).

**If escalation is needed, contact:**

- Primary: UnitedHealthcare Connectivity Help Desk **866-842-3278**
- Secondary: Provider Servicers **877-842-3210**



## Community resources

Housing program: Support provided to locate and maintain housing, to assist with housing applications as well as other public assistance housing programs.

- Email: [flhousingreferral@uhc.com](mailto:flhousingreferral@uhc.com)

Healthy Behaviors program: Offers assistance with weight loss, smoking cessation and reduction of alcohol or other substance use.

- Email: [healthybehaviorsprogram\\_dl@ds.uhc.com](mailto:healthybehaviorsprogram_dl@ds.uhc.com)

[UnitedHealthcare searchable provider directory tool](#)