Florida Medicaid Managed Care
Quick reference guide

This quick reference guide provides a list of the departments who may assist with member coordination, authorization and unresolved issues requiring escalation. UnitedHealthcare Community Plan of Florida provides comprehensive long-term care (LTC) services in regions B, D and I.

• For more information, visit us at **UHCprovider.com/FLcommunityplan**

• For chat options and contact information, visit **UHCprovider.com/contactus**

Behavioral health

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

• LTC: **800-791-9233*** regular (non-holiday) hours of operation

• MMA: **888-716-8787*** regular (non-holiday) hours of operation

• Optum Substance Use Disorder Helpline: **855-780-5955** available 24/7 for members

Additional behavioral health resources

• **Providerexpress.com –** For health care professionals and members needing local Medication-Assisted Treatment (MAT) information and behavioral health treatment

• **Behavior Analysis Clinical Resources – Go to Providerexpress.com Home > Clinical Resources > Autism ABA**

• Florida Behavioral Health Impact Mental Health Resource Directory – **flmomsmhresources.org**

This program aims to improve access to mental health and substance use resources for women and children. The website includes a statewide directory of qualified maternal and pediatric behavioral health care professionals.

Case management, Specialty programs and Chronic Disease Management

Assistance with appointments post-discharge, connecting members to community services, condition escalation and coordination with treating health care professionals.

- **888-716-8787*** regular (non-holiday) hours of operation: Monday–Friday, 8 a.m.–5 p.m.
- NurseLine: **877-678-8624** after hours or weekends

Case management emails/referrals

- Medical referrals: **uhc_fl_fbhrcm@optum.com**
- Behavioral referrals: **care·coordination@optum.com**
- Opioid use disorders (OUD)/substance use disorders (SUD) and perinatal support email: **uhc_fl_fbhrcm@optum.com** – Add subject line "HFS referral"

Specialty programs

- **HIV:** Case manager will conduct a comprehensive HIV assessment to understand each member's unique health status and needs. Based on this assessment, we develop a personalized care plan tailored to address the specific requirements of each member. This approach ensures that every individual receives the appropriate support and resources to manage their condition effectively.
- **Serious Mental Illness (SMI)** — General descriptor for one, or a combination of the following diagnostic categories: psychotic disorders, bipolar disorder, major depression, schizophrenia, delusional disorder or obsessive-compulsive disorder
- HIV referrals: **uhc_fl_fbhrcm@optum.com**
  SMI Behavioral referrals: **care·coordination@optum.com**
- NurseLine: **877-678-8624** after hours or weekends

Chronic Disease Management (CDM)

The goal of CDM programs is to enhance health outcomes and improve quality of life for enrollees with chronic conditions. This is achieved by mitigating disease progression, reducing complications and comorbidities, and preventing potentially preventable events (PPEs). These programs also strive to achieve cost savings for enrollees, UnitedHealthcare and the state of Florida.

- Cancer and cancer prevention
- Diabetes and diabetes prevention
- Depression and depression prevention (including suicide prevention)
- Human immunodeficiency Virus (HIV), acquired immunodeficiency syndrome (AIDS), and HIV prevention
- Chronic kidney disease, end stage renal disease (ESRD)
- Hypertension
- CDM referrals: **uhc_fl_fbhrcm@optum.com**
  Depression behavioral referrals: **care·coordination@optum.com**
- NurseLine: **877-678-8624** after hours or weekends

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Perinatal care support

Healthy First Steps – Pregnancy case management:

- **800-599-5985**
- Fax: 877-353-6913 regular (non-holiday) hours of operation Monday–Friday, 8 a.m.–5 p.m.
- NurseLine: **877-678-8624** after hours or weekends
- Obstetrical Risk Assessment Form (OBRAF) submission: **hfsescalation@optum.com**
- **Florida Medicaid: Earn an OBRAF incentive | UHCprovider.com**
- Case management referrals after hours or weekends: **uhc_fl_fbhrcm@optum.com**. Use subject line "HFS referral" and include your Medicaid ID and member's date of birth (DOB).
- Doula services referrals: **uhc_fl_fbhrcm@optum.com**

Pharmacy

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

- **800-310-6826:** regular (non-holiday) hours or operation

Contact after hours or weekends:

- Online: **go.covermymeds.com/optumrx**
- Phone: **800-310-6826**
- Fax: 866-940-7328

For escalation:

- Primary – OptumRx: **800-310-6826**
- Secondary – **go.covermymeds.com/optumrx**
- Optum Rx Helpdesk: **877-305-8952**

Subcontracted utilization management services

Pharmacy, telehealth, radiology and ancillary therapies:

- Medicaid Managed Care (MMA): **888-716-8787***
- LTC: **800-791-9233***

Radiology prior authorization:

- **866-889-8054** regular (non-holiday) hours of operation Monday–Friday, 8 a.m.–5 p.m.
- **866-815-5334** after hours or weekends to discuss guidelines and utilization management

For escalation:

Primary – Utilization management

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

Secondary – Utilization management

- **866-815-5334**

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Transportation

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

- **866-252-1566** regular (non-holiday) hours of operation 24/7

- **866-252-1566** after hours or weekends

- Hospitals call **866-252-1566**

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

To check for updates on trips scheduled through the Facility Reservation Line, visit the TripCare provider portal at **tripcare.modivcare.com**.

The portal should not be used to schedule same day trips.

For escalation:

- Primary – ModivCare at **866-252-1566**

- Secondary – **FLTransportation@modivcare.com** and/or **jennifer.halterman@modivcare.com**

To help ensure optimal continuity of care, connect the patient with a primary care provider (PCP) upon discharge. For guidance on how to access and validate a patient's PCP, visit **UHCprovider.com/benefits** or **UHCprovider.com/contactus.**

Utilization management

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

- Connect with us through chat 24/7 at **UHCprovider.com/contactus**

*Submit prior authorizations requests through the **UnitedHealthcare Provider Portal**. 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** 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 > Digital Solutions**.

For escalation:

Call the UnitedHealthcare Connectivity Help Desk at **866-842-3278.**

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Community resources

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

- **flhousingreferral@uhc.com**

Healthy Behaviors program: Helps with weight loss, tobacco cessation and reduction of alcohol or other substance use.

- **healthybehaviorsprogram_dl@ds.uhc.com**
- **Online Provider Directory**

Hope Florida is open to all Floridians, providing support for individuals and families experiencing a crisis or needing long-term assistance. Floridians can call the Hope Line at 833 GET HOPE (438-4673) and be connected to a Hope Navigator who can assist and connect Floridians to resources through community collaboration. Some common needs that Hope Florida may be able to assist with include:

- Basic needs
- Housing
- Employment
- Legal assistance
- Bill payment
- Job skill training
- Education

Providers may refer members through the Case Management Referral Mailbox – **uhc_fl_fbhrcm@optum.com**

*After you hear the interactive voice response, speak the name of the desired department. Although not required, a National Provider Identifier (NPI) number and a member ID number will help ensure the calls are routed appropriately.

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