



FAQ: UnitedHealthcare Assisted Living Plan

When selling the UnitedHealthcare Assisted Living Plan, you may use your UHC tools as you would other UHC plans. Although, there are a few differences to keep in mind when selling the plan listed below.

1. Dental

- Dental (not available for all plans and amount varies by plan):
 - ✓ **Preventive dental** is covered with a \$0 copay for exams, cleanings, x-rays, and fluoride.
 - ✓ **Comprehensive dental** is covered including dentures and implants.
 - ✓ **Benefit limits vary by plan** and combine the limit on all covered dental services.
 - ✓ **Out-of-network dentists may bill more**, even for services listed as \$0 copay.

Exclusions: Cosmetic (such as tooth whitening or bleaching), orthodontics, sales tax (if the dentist charges sales tax) and dental case management. If the member exceeds the dental benefit allotment for their plan, the member will be responsible for the amount that is over the allotment.

2. Pharmacy Look Up

- If using a **retail pharmacy**, use **UHC tools as you would selling other UHC plans**.
- If **pharmacy** is in the **building the potential member resides in** (i.e. Assisted Living Community):
 - Confirm with the building the name of the pharmacy delivery company.
 - [Find a network pharmacy \(optumrx.com\)](https://www.optumrx.com)
 - Search for pharmacy name.
 - Note: May need to adjust distance to pharmacy.

3. Nursing Facility Level of Care (LOC) Assessment

- Prior to submitting an application, determine if the prospect meets the LOC state requirement through an assessment with WellSky or the Medicaid verification process. See job aid for detail.
 - Reach out to your Pinnacle point of contact if you need the job aid.

4. Authorization for Disclosure of Health Information (ADHI)

- After submitting an application, fill out the ADHI form with the prospect and fax to 8446989627.
- This allows the Optum care team to access the prospect's health information prior to their effective date. If the form is not complete, it will delay the first visit with the care team.
- Complete (**Adobe sign**, **Voice signature**, or **Print**) and fax to **8446989627**
 - Reach out to your Pinnacle point of contact if you need this form.

Optum

Authorization for Disclosure of Health Information
Method of Enrollment: Voice Signature or Telesign

Facility/Community/State Name (no abbreviations) City State

Date

Name of Applicant Applicant Date of Birth

Name of Enrollee (Last, First, Middle Initial)

Name of Agent who collected application

Submit

Support

The UnitedHealthcare Producer Help Desk (PHD) can help with the questions below. For further support, please connect with your Pinnacle point of contact.

PHD: 888-381-8581 M-F 7am - 9pm CST	Pinnacle
<ul style="list-style-type: none">• Application Status• Commissions• General Plan Questions• Level of Care Process• Certifications	<ul style="list-style-type: none">• For any other inquiries please reach out to your Pinnacle point of contact

Vendor Information

Vendor Information

UnitedHealthcare® Assisted Living Plan (PPO I-SNP)

Take advantage of your additional plan benefits by using the providers below or contacting UnitedHealthcare Customer Service: 1-844-867-3487, 24 hours a day, 7 days a week.

Benefit Type	Vendor Name	Contact Information
Hearing Aids	UnitedHealthcare Hearing	1-888-899-1486 UHChearing.com/Medicare
Routine Vision Services	UnitedHealthcare Vision	1-800-393-0993 medicare.myuhcvision.com
Routine Dental Benefits	UnitedHealthcare Dental	1-844-867-3487 myUHCMedicare.com
Prescription Drug Home Delivery	Optum Home Delivery, a service of OptumRx	1-877-889-6358 OptumRx.com
Transportation	ModivCare®	1-866-418-9812 mymodivcare.com
Over-the-counter (OTC) credit	Solutran	1-833-845-8798 myuhcmedicare.com/HWP