

Florida Medicaid Managed Care

Quick reference guide

This quick reference guide provides a list of the departments who may assist with member coordination and authorization and unresolved issues requiring escalation. UnitedHealthcare Community Plan of Florida provides comprehensive long-term care (LTC) services in regions 3, 4, 6 and 11.

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

Additional behavioral health resources

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

Assistance with appointments post-discharge, connecting member 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 at **877-678-8624** after hours or weekends

Case management emails

- Medical referrals: uhc_fl_fbhrcm@optum.com
- Behavioral referrals: care-coordination@optum.com
- For opioid use disorders (OUD)/substance use disorders (SUD) and perinatal support: uhc_fl_fbhrcm@optum.com
 - Add subject line “HFS referral”



Perinatal care support

Healthy First Steps® High-risk 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 at **877-678-8624** after hours or weekends
- Obstetrical Risk Assessment Form (OBRAF) submission: hfsescalation@optum.com
- Case management referrals after hours or weekends: email uhc_fl_fbhrcm@optum.com. Use subject line “HFS referral” and include your Medicaid ID and member’s date of birth (DOB).



Pharmacy

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

- **800-310-6826** for regular (non-holiday) hours or operation 24/7

Contact after hours or weekends:

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

For escalation:

- Primary – Call OptumRx at **800-310-6826**
- Secondary – Go to go.covermymeds.com/optumrx or call **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**



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.

For escalation:

- Primary – Call ModivCare at **866-252-1566**
- Secondary – Email ModivCare at 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 go to 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 authorization requests through the UnitedHealthcare Provider Portal
- Go to 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 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**.



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

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

- Email - healthybehaviorsprogram_dl@ds.uhc.com
- Create a directory tool section - [UnitedHealthcare searchable provider directory tool](#)

*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.