UnitedHealthcare Community Plan
Appeals and Provider Disputes Contact Information

Please note the following fax number, addresses, and phone numbers to be used when seeking an Appeal or pursuing a Provider Dispute related to service requests or claim denials for UnitedHealthcare Community Plan members.

**Note:** Contact information for New Jersey and New York are effective for submissions/requests on and after January 1, 2019.

**Fax Number all states:** 801-994-1082

### Effective January 1, 2019 for New Jersey and New York

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<th>State</th>
<th>Provider Dispute</th>
<th>Member Appeal</th>
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<tr>
<td>New Jersey</td>
<td>UnitedHealthcare Community Plan Attn: Appeals &amp; Grievance Department P.O. Box 31364 Salt Lake City, UT 84131-0364</td>
<td>Grievances and Appeals UnitedHealthcare Community Plan P.O. Box 31364 Salt Lake City, UT 84131 Phone: 800-941-4647</td>
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<td>New York</td>
<td>UnitedHealthcare Community Plan P.O. Box 31364 Salt Lake City, UT 84131-0364</td>
<td>Member Complaints, Grievances and Appeals UnitedHealthcare Community Plan of New York P.O. Box 31364 Salt Lake City, UT 84131-0364 Phone: 800-493-4647</td>
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<td>Arizona</td>
<td>UnitedHealthcare Community Plan 1 East Washington Street, Suite 900 Phoenix, AZ 85004</td>
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<td><strong>AHCCCS, CRS, &amp; DDD Phone:</strong> 800-348-4058</td>
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<td><strong>LTC Phone:</strong> 800-293-3740</td>
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<td>California</td>
<td>UnitedHealthcare Community Plan - California Attention: Provider Dispute P.O. Box 31364 Salt Lake City, UT 84131</td>
<td>UnitedHealthcare Community Plan of California, Inc. Grievance and Appeals P.O. Box 31364 Salt Lake City, UT 84131-0364 Phone: 1-866-270-5785</td>
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| Florida    | **LTC & Healthy Kids**
UnitedHealthcare
P.O. Box 31364
Salt Lake City, Utah 84131

**M*Plus MMA Medicaid**
UnitedHealthcare Community Plan
P.O. Box 31365
Salt Lake City, UT 84131 | UnitedHealthcare Community Plan
Attention: Appeals and Grievances
P.O. Box 31364
Salt Lake City, UT 84131

**M*Plus MMA Medicaid Phone:** 888-716-8787

**Healthy Kids Phone:** 877-813-4219

**LTC Medicaid Managed Care Phone:** 800-587-5187 |
| Hawaii     | UnitedHealthcare Community Plan
Attention: Appeals Department
1132 Bishop St., Suite 400
Honolulu, HI 96813 | UnitedHealthcare Community Plan
Attention: Appeals Department
1132 Bishop St., Suite 400
Honolulu, HI 96813

**Phone:** 888-980-8728 |
| Iowa       | UnitedHealthcare Community Plan
Attn: Grievance and Appeals Dept.
P.O. Box 31364
Salt Lake City, UT 84131-0364 | Grievance and Appeals
P.O. Box 31364
Salt Lake City, UT 84131-0364

**Phone:** 800-464-9484 |
| Kansas     | UnitedHealthcare Community Plan - Kansas
Attention: Formal Grievances and Appeals
P.O. Box 31364
Salt Lake City, UT 84131-0364 | UnitedHealthcare Community Plan - Kansas
Attention: Appeals and Grievance
P.O. Box 31364
Salt Lake City, UT 84131-0364

**Phone:** 877-542-9238 |
| Louisiana  | UnitedHealthcare Community and State
Attention: Claims Administrative Appeals
P.O. Box 31364
Salt Lake City, UT 84131-0364 | UnitedHealthcare Community Plan
Appeals and Grievance Unit
P.O. Box 31364
Salt Lake City, UT 84131

**Phone:** 866-675-1607 |
| Michigan   | UnitedHealthcare Community Plan
Attn: Complaint and Appeals
P.O. Box 30991
Salt Lake City, UT 84130-0991 | UnitedHealthcare Community Plan
Attn: Grievance and Appeals Department
P.O. Box 30991
Salt Lake City, UT 84130-0991

**Phone:** 800-903-5253 |
| Mississippi| UnitedHealthcare
Attn: Appeals
P.O. Box 5032
Kingston, NY 12402-5032 | UnitedHealthcare
Grievance and Appeals
P.O. Box 5032
Kingston, NY 12402-5032

**CAN Phone:** 877-743-8731

**CHIP Phone:** 800-992-9940 |
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| Missouri     | UnitedHealthcare Community Plan Grievances and Appeals  
P. O. Box 31364  
Salt Lake City, UT 84131-0364 | Member Services  
UnitedHealthcare Community Plan Grievance and Appeals  
P. O. Box 31364  
Salt Lake City, UT 84131-0364  
**Phone:** 866-292-0359 |
| Nebraska     | UnitedHealthcare Community Plan Attn: Appeals and Grievances  
P. O. Box 31364  
Salt Lake City, UT 84131 | UnitedHealthcare Community Plan Attn: Appeals and Grievances  
P. O. Box 31364  
Salt Lake City, UT 84131  
**Phone:** 800-641-1902 |
| Ohio         | UnitedHealthcare Community Plan Grievance/Appeal Coordinator  
P. O. Box 31364  
Salt Lake City, UT 84131 | UnitedHealthcare Community Plan Grievances and Appeals  
P. O. Box 31364  
Salt Lake City, UT 84131-0364  
**Phone:** 800-895-2017 |
| Pennsylvania | UnitedHealthcare Community Plan of Pennsylvania  
P. O. Box 31364  
Salt Lake City, UT 84131-0364 | UnitedHealthcare Community Plan of Pennsylvania  
P. O. Box 31364  
Salt Lake City, UT 84131-0364  
**Phone:** 800-414-9025 |
| Rhode Island | Community Plan Grievances and Appeals  
P. O. Box 31364  
Salt Lake City, UT 84131-0364 | Grievance and Appeals  
UnitedHealthcare Community Plan  
P. O. Box 31364  
Salt Lake City, UT 84131  
**Phone:** 800-587-5187 |
| Tennessee    | UnitedHealthcare Community Plan Provider Dispute  
P. O. Box 5220  
Kingston, NY 12402-5220 | TennCare Solutions  
P. O. Box 000593  
Nashville, TN 37202-0593  
**Phone:** 800-690-1606 |
| Texas        | UnitedHealthcare Community Plan Attn: Complaint and Appeals Dept.  
PO Box 31364  
Salt Lake City, UT 84131-0364 | UnitedHealthcare Community Plan Attn: Complaint and Appeals Department  
P. O. Box 31364  
Salt Lake City, UT 84131-0364  
**CHIP, STAR, STAR Plus Phone:** 888-887-9003  
**STAR Kids Phone:** 877-597-7799 |
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<td>Washington</td>
<td>Community Plan Grievances and Appeals</td>
<td>Grievance Coordinator</td>
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<td>Phone: 877-542-8997</td>
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<td>Wisconsin</td>
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