

## UnitedHealthcare Community Plan of Louisiana Member Services Resource

### UnitedHealthcare Community Plan Healthy Louisiana

We're ready to answer any questions you may have. You can find answers to most questions at [myuhc.com/CommunityPlan](https://myuhc.com/CommunityPlan). Or you can call Member Services at **1-866-675-1607**, TTY 711, 7:00 a.m. – 7:00 p.m. CST, Monday – Friday. When calling, please follow the prompt for Member and enter in the member's ID number (if available). Our automated system is based on natural language: Just state the reason you are calling and you will be assisted by one of our Member Service Advocates. You can also contact us by email at [LA\\_MemberServices@UHC.com](mailto:LA_MemberServices@UHC.com).

**Member Services is available to assist you** with your questions or concerns. This includes:

- Understanding physical health, mental health and substance use treatment benefits
- Help getting a replacement member ID card
- Finding a provider or therapist
- Getting a ride to your provider

*\*Please be aware that our Member Services team follows HIPAA guidelines. Verbal authorization from a member's parent/guardian is necessary to access information outside of Basic Plan or General Information.*

#### **Member Handbook:**

<https://www.uhccommunityplan.com/content/dam/uhccp/plandocuments/handbook/en/LA-Integrated-Health-Services-Handbook-EN.pdf>

**“Thank you for helping us carry out our mission of helping people live healthier lives!”**