

Important contact information

Below is a list of important phone numbers you may need. If you are not sure who to call, contact UnitedHealthcare Community Plan's Member Services for help. This call is free. Free interpreter services are available in all languages for people who do not speak English.

Entity name	Contact Information
United Healthcare Community Plan Member Services	<p>1-844-752-9434, TTY 711 8:00 a.m.–8:00 p.m., Monday–Friday uhcommunityplan.com/Virginia Including information on alternative technologies for afterhours.</p> <p>Download the UnitedHealthcare Community Plan Health4Me App. It's designed for people on the go, and includes many of the same features as the member website. Find it at the App Store or Google Play.</p> <p>If you would like to contact our Care Management program, please call Member Services at 1-844-752-9434 and ask for a Care Manager.</p> <p>You can also call 1-800-842-3014, TTY 711, 24 hours a day, seven days a week to talk to an on-call nurse or other licensed health professional.</p>
UnitedHealthcare Community Plan's Medical Advice Line	<p>1-800-842-3014, TTY 711 24 hours a day, seven days a week</p>
UnitedHealthcare Community Plan Behavioral Health Crisis Line	<p>1-800-842-3014, TTY 711 24 hours a day, seven days a week</p>

Questions? Visit uhcommunityplan.com/Virginia, or call Member Services 11 at **1-844-752-9434, TTY 711, 8:00 a.m.–8:00 p.m., Monday–Friday.**

1. Let's get started

Entity name	Contact information
Addiction and Recovery Treatment Services (ARTS) Medical Advice Line	1-800-842-3014, TTY 711 24 hours a day, seven days a week
Department of Behavioral Health and Developmental Services (DBHDS) for DD Waiver Services	My Life My Community Helpline 1-844-603-9248, TTY 804-371-8977 9:00 a.m.–4:30 p.m., Monday–Friday mylifemycommunityvirginia.org/
Cardinal Care Dental Benefits Administrator	1-888-912-3456, TTY 1-800-466-7566 8:00 a.m.–6:00 p.m., Monday–Friday dentaquest.com/state-plans/regions/virginia/
UnitedHealthcare Community Plan's Vision Services	1-844-752-9434, TTY 711
UnitedHealthcare Community Plan's Transportation Services	833-215-3884, TTY 844-488-9724 7:00 a.m.–7:00 p.m., Monday–Friday To check on the status of a scheduled ride, please call Ride Assist at 1-833-215-3885.
Cardinal Care Transportation for Developmental Disability Waiver Services	1-866-386-8331, TTY 1-866-288-3133 Dial 711 to reach a TRS operator 24 hours a day, seven days a week.
Cardinal Care Managed Care Enrollment Helpline	1-800-643-2273, TTY 1-800-817-6608 8:30 a.m.–6:00 p.m., Monday–Friday
Department of Health and Human Services' Office for Civil Rights	1-800-368-1019, TTY 1-800-537-7697 hhs.gov/ocr
Office of the State Long-Term Care Ombudsman	1-800-552-5019, TTY 1-800-464-9950 elderrightsva.org

12 **Questions?** Visit uhccommunityplan.com/Virginia, or call Member Services at 1-844-752-9434, TTY 711, 8:00 a.m.–8:00 p.m., Monday–Friday.

Staying connected

Have you moved, changed phone numbers, or gotten a new email address? It is important to let us know so that you keep getting high quality health insurance. The Department and UnitedHealthcare Community Plan need your current mailing address, phone number, and email address so that you do not miss any important updates and you receive information about changes to your health insurance.

You can update your contact information today:

- By calling Cover Virginia at 1-833-5CALLVA
- Online at commonhelp.virginia.gov
- By calling UnitedHealthcare Community Plan's Member Services
- By calling your local Department of Social Services (DSS)

Make sure to get the latest news about your Medicaid health insurance.

Update your contact info today.