



P.O. Box 30991  
Salt Lake City UT 84130

<Parent/Guardian Text>  
<Ship to First Name> <Ship to Last Name>  
<Ship to Address 1> <Ship to Address 2>  
<Ship to City>, <Ship to State> <Ship to Zip/PC>

Date

Dear Member,

UnitedHealthcare Community Plan has approved your Private Duty Nursing (PDN), \_\_ hours a day, \_\_ days a week, through (name and contact number of home health agency). We have also enrolled you in our Care Management Program.

The Care Management Program can help you take a more active role in meeting your health care goals. As your case manager, I will provide information and support to ensure you receive your private duty nursing service timely. Please call me if:

- Your Nurse does not show up as scheduled.
- Your nurse is late or does not come .
- Services are not provided as authorized.

Alternatively, you can also send me an email at FL\_FBHRCM <uhc\_fl\_fbhrcm@optum.com>  
Please also contact your home health agency if you have any of the above issues.  
After 5 PM EST or on weekends, please call our Nurseline at 1-866-351-6827 or Member Services at 1-888-716-8787.

Please keep this information handy for easy access to your case manager's contact information. For more information on reporting of missed PDN service, visit UnitedHealthcare Community Plan website and go to Member Resources.

Thank you.  
Sincerely,  
<Contact First Name> <Contact Last Name>  
Case Manager  
<Contact Phone> [<Contact Ext.>], TTY **711**  
<Contact Hours>

UnitedHealthcare does not discriminate on the basis of race, color, national origin, sex, age or disability in health programs and activities.

This information is available for free in other languages, such as letters in other languages, large print, or you can ask for an interpreter. Please contact our customer service number at 1-888-716-8787, TTY/TTD 711, 8 a.m.–7 p.m., Monday–Friday.

### **Spanish**

Esta información está disponible de forma gratuita en otros idiomas como cartas en otros idiomas, letra grande, o puede pedir un intérprete. Por ejemplo, letras en otros idiomas o letra grande. También puede solicitar un intérprete. Por favor, póngase en contacto con nuestro número de servicio al cliente en 1-888-716-8787, TTY/TTD 711, de 8 a.m. a 7 p.m. de lunes a viernes.

### **Haitian Creole**

Enfòmasyon sa a ki disponib pou gratis nan lòt lang tankou lèt nan lòt lang, gwo lèt, oswa ou ka mande yon entèprèt. Tankou, lèt nan lòt lang oswa gwo lèt. Oswa, ou ka mande yon entèprè. Souple kontakte nimewo sèvis Kliyantèl nou nan 1-888-716-8787, 711 TTY/TTD, 8 a.m. rive 7 p.m., Lendi rive Vandredi.