



Parental Real-Time Reporting of Failure to Provide Private Duty Nursing (PDN)

UnitedHealthcare Community Plan understands that Private Duty Nursing is important in meeting your child's health care needs .

We want to ensure your child receives their private duty nursing services timely.

Please immediately report to us any missed PDN services. This means:

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

Here are ways you can report PDN missed services in real time:

1. Contact your child's case manager with UHC Community Plan.
2. If you do not have your child's case manager's contact information, call Member Services at 1-888-716-8787.
3. Send us an email at uhc_fl_fbhrcm@optum.com.
4. After 5 pm EST or on weekends, call our Nurseline at 1-866-351-6827 or Member Services at 1-888-716-8787.

