UnitedHealthcare Group Medicare Advantage (PPO) plan

Quick reference guide for network providers

UnitedHealthcare Provider Portal

- The UnitedHealthcare Provider Portal self-service tools can quickly provide the comprehensive information you may need for most UnitedHealthcare benefit plans — without the extra step of calling
- Use the portal to perform secure online transactions, such as checking member eligibility and benefits, managing claims and requesting prior authorization
- Sign in at **UHCprovider.com** > Sign In. If you aren't registered yet, select "New User."

Provider Services

Phone: 877-842-3210

Call to confirm member eligibility and benefits, check claims status and more. For service coverage requirements, please see the UnitedHealthcare provider administrative guide at **UHCprovider.com/guides.**

Claims submission

Electronic claims:

- UnitedHealthcare Provider Portal:
    - To access the portal, go to **UHCprovider.com** > Sign In
- Electronic Data Interchange (EDI):
    - Use Payer ID 87726. Learn more at **UHCprovider.com/edi.**

Paper claims: Mail claims to the address on the member ID card.

Behavioral health

Refer to the member's ID card for information about the mental health provider network.

Care coordination

Prior authorization is required for certain services based on the member's benefit plan. Please refer to the member's ID card for the Care Coordination phone number.

UnitedHealthcare Vision

Most UnitedHealthcare Group Medicare Advantage PPO plans utilize the UnitedHealthcare medical benefit through UnitedHealthcare for vision services and **not** UnitedHealthcare Vision. To verify eligibility and benefits, be sure to check with UnitedHealthcare Medical first by calling Provider Services at **877-842-3210** or use the UnitedHealthcare Provider Portal.

United Healthcare

Prescriptions

Home delivery pharmacy
Phone: 800-791-7658
Fax: 800-491-7997

Prior authorization
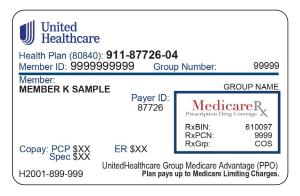**Phone:** 800-711-4555
- You can also submit an electronic prior authorization request at **professionals.optumrx.com**

ePrescribe
- The fastest and most convenient method to send prescriptions to us. Add the Optum Rx® profile to your electronic medical record (EMR) system

Sample member ID card

United Healthcare

Health Plan (80840): **911-87726-04**
Member ID: 9999999999   Group Number: 99999
Member:
MEMBER K SAMPLE
                                    GROUP NAME
Payer ID:
87726   Medicare Rx
                         Prescription Drug Coverage
                         RxBIN: 610097
                         RxPCN: 9999
Copay: PCP $XX   ER $XX   RxGrp: COS
       Spec $XX
H2001-899-999   UnitedHealthcare Group Medicare Advantage (PPO)
                 Plan pays up to Medicare Limiting Charges.

Customer Service Hours: Mon - Fri 8 am - 8 pm   Printed: 11/24/2022

For Members
Website: retiree.uhc.com
Customer Service: 1-999-999-9999 TTY 711
TeleNurse: 1-999-999-9999 TTY 711
Behavioral Health: 1-999-999-9999 TTY 711

For Providers   UHCprovider.com   1-999-999-9999
Medical Claim Address: P.O. Box 31362, Salt Lake City, UT 84131-0362

UHC

For Pharmacists 1-999-999-9999
Pharmacy Claims OptumRx P.O. Box 650287, Dallas, TX 75265-0287

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.

2023 plan overview

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
UnitedHealthcare Group Medicare Advantage (PPO)	National service area – available in all counties	• H2001, PBP 801 - 899 • H1537, PBP 801 - 899 • H2406, PBP 801 - 899 • H2228, PBP 801 - 899 • H0710, PBP 801 - 899	See the member ID card

United Healthcare