

2023 UnitedHealthcare Dual Special Needs Plans in Massachusetts



Quick reference guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources.



UnitedHealthcare Provider Portal

The UnitedHealthcare Provider Portal is your gateway to the UnitedHealthcare online tools. To access the portal, you need to **create or sign in using a One Healthcare ID** to:

- Check patient eligibility and benefits
- Use TrackIt to manage items that need your attention, including prior authorization requests and claim submissions
- Submit and check referral status
- Get claims status and submit reconsideration and appeal requests

Visit UHCprovider.com/portal for more information. If you have technical questions, contact UnitedHealthcare Web Support at providertechsupport@uhc.com or call **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday.

Prior authorization requests and advance notification

For more information, visit UHCprovider.com/priorauth. You can submit prior authorization requests:

- **Online:** Sign in to the **UnitedHealthcare Provider Portal** at UHCprovider.com
- **By phone:** Call the Provider Services number on the back of the member's ID card

Model of Care training

The annually required Model of Care training can be accessed at UHCprovider.com/training > Special Needs Plan (SNP) Model of Care Training for Providers.



Claims submission

- **Online:** Submit claims using the **UnitedHealthcare Provider Portal**. Go to UHCprovider.com and click on the sign-in button in the top-right corner.
- **Electronic:** To submit claims by Electronic Data Interchange (EDI), use **Payer ID 87726**. Learn more at UHCprovider.com/edi.
- **Paper:** Submit paper claims to the address listed on the member's ID card. Go to UHCprovider.com/claims for more information.

Appeals submission

Submit appeals with attachments using our Application Programming Interface (API) at UHCprovider.com/API.

Benefit contacts

Benefits vary by plan



Telehealth (virtual visits)

amwell.com

- Call **855-635-1393**, 7 days a week, 24 hours a day



Behavioral and mental health services

Please refer to the provider phone number on the member's ID card.



UnitedHealthcare Vision

Routine vision care

spectera.com

- Call **800-638-3120**, Monday–Friday, 7 a.m.–10 p.m. CT



UnitedHealthcare Hearing

uhchearing.com

For routine hearing services and plans offering hearing aids covered through UnitedHealthcare Hearing, members must receive hearing aids from a UnitedHealthcare Hearing network provider.

Call UnitedHealthcare Hearing with questions at **855-523-9355**, Monday–Friday, 8 a.m.–8 p.m. CT.



UnitedHealthcare Dental

Routine dental care

- Call **888-867-5511**, 7 days a week, 8 a.m.–8 p.m.



Other resources

- You can find additional information in the care provider administrative guide at UHCprovider.com/guides
- If you can't find the information you need on UHCprovider.com, call us at **888-867-5511**
- For educational resources, visit UHCprovider.com/training



Questions?

If you have questions, please contact your physician advocate, provider relations or network management representative at UHCprovider.com/contactus > Network Contact.



Reminders

- Balance billing is prohibited for Medicare-covered services in the Medicare Advantage program, except in the cases of private fee-for-service plan
- Navigator Care Coordinators are now dedicated to each Dual Eligible Special Needs Plans (DSNP) member
- Members with questions can call the number on their member ID card
- Non-members can call **855-277-4716** to see if they qualify

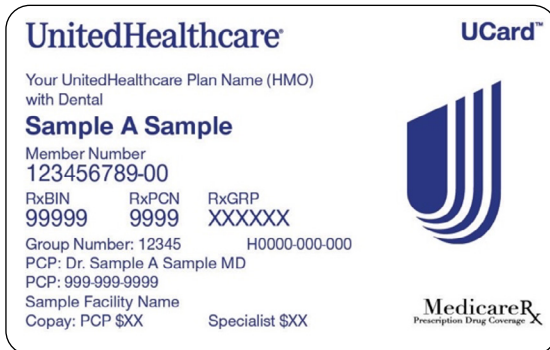


New for 2023 – UnitedHealthcare UCard (Member ID)

- Nearly all UnitedHealthcare Individual Medicare Advantage plan members, including D-SNP, will receive a UnitedHealthcare UCard™ (some plan exclusions may apply)
- UnitedHealthcare UCard makes it easier for members to access their benefits and programs so they can take advantage of their plan offerings
- UCard does not need to be activated for you to verify eligibility or provide care services or for members to receive medical, dental, prescription, vision and hearing care services
- Starting Jan. 1, 2023, impacted members will present their redesigned member card
- UCard will have the information you need to verify eligibility and should be used in the same manner as any other UnitedHealthcare member ID card
- UCard cannot be used for member out-of-pocket expenses, including copays, coinsurance or deductibles
- Each UCard will include an S3 number, security code and scannable barcode for in-store purchases—providers do not need to scan the barcode to provide medical, dental, prescription, vision or hearing services to the member
- For questions, members should visit their plan website or call the Customer Service number on their UCard
- For a description of the information displayed on the UCard, refer to **Chapter 2** of the **UnitedHealthcare Care Provider Administrative Guide**



Sample member ID cards



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

2023 plan overview

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract
UnitedHealthcare® Senior Care Options (HMO D-SNP)	Bristol, Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, Worcester	H2226-001-000
UnitedHealthcare® Senior Care Options NHC (HMO D-SNP)	Bristol, Essex, Franklin, Hampden, Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, Worcester	H2226-003-000

