

2023 AARP® Medicare Advantage PPO & HMO-POS plans in Virginia

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

My Practice Profile

The My Practice Profile tool at UHCprovider.com/mpp lets you view, update and attest to the demographic information our members see for your organization. To review your participation status, explore the Provider Products section in the Provider Demographic Details.



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.



Primary Care Physician (PCP) membership reports

To access membership reports, sign in to the **UnitedHealthcare Provider Portal**. Then click Document & Reporting > UnitedHealthcare Reports.

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.

Benefit contacts

Benefits vary by plan



Telehealth (virtual visits)

- UnitedHealthcare Medicare Advantage members have coverage for telehealth with contracted network health care professionals for medical and behavioral/mental health care
- If you're looking to deliver care virtually, we have resources, training, best practices and reimbursement policies, at **UHCprovider.com/telehealth**

You can find our telehealth service protocols in the administrative guide at **UHCprovider.com/guides**.



Behavioral and mental health services

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



Prescription medications

optumrx.com

Mail order

- Call **800-791-7658**, Monday–Friday, 8 a.m.–8 p.m. CT
- Fax 800-491-7997

Oral drug prior authorization requests

- **covermymeds.com/epa/optumrx**
- Call **800-711-4555**, option 1
- Fax 844-403-1027

Injectable drug prior authorization requests

- Call **800-711-4555**, option 2

Prescription coverage/pricing: **UHCprovider.com/precheckmyscript**

Prescription drug formulary: **UHC.com/medicare** > Enter ZIP code > Select Plan > View Plan Details > Plan Documents > Prescription Drug Coverage



UnitedHealthcare Vision

spectera.com

Routine vision care

Call **800-638-3120**, Monday–Friday, 7 a.m.–10 p.m., and Saturday, 7 a.m.–5:30 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

uhcdental.com

Routine dental care

Call **877-816-3596**, Monday–Friday, 7 a.m.–10 p.m. CT



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 **877-842-3210**, 8 a.m.–8 p.m. ET, Monday–Friday
- For educational resources, visit UHCprovider.com/training



New for 2023 – UnitedHealthcare UCard (Member ID)

- Nearly all UnitedHealthcare Individual Medicare Advantage plan members including DSNP 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](#)



Questions?

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



Sample member ID cards



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
AARP® Medicare Advantage (HMO-POS)	Alexandria City, Arlington, Clarke Fairfax, Fairfax City, Falls Church City, Frederick, Loudoun, Manassas City, Manassas Park City, Prince William, Shenandoah, Warren, Winchester City	H5253-089	17640
AARP® Medicare Advantage Choice (PPO)	Chesapeake City, Hampton City, Isle of Wight, James City, Newport News City, Norfolk City, Poquoson City, Suffolk City, Virginia Beach City, Williamsburg City, York	H2577-011	74068

2023 plan overview (cont.)

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
AARP® Medicare Advantage Choice (PPO)	Amelia, Charles City, Chesterfield, Colonial Heights City, Goochland, Hanover, Henrico, Hopewell City, New Kent, Petersburg City, Powhatan, Richmond City	H2577-013	74069
AARP® Medicare Advantage Choice (PPO)	Accomack, Albemarle, Bath, Brunswick, Buckingham, Caroline, Carroll, Charlottesville City, Clarke, Cumberland, Dinwiddie, Emporia City, Essex, Fauquier, Fluvanna, Franklin City, Frederick, Fredericksburg City, Galax City, Giles, Gloucester, Greene, Greensville, Highland, King and Queen, King George, King William, Lancaster, Louisa, Lunenburg, Madison, Mathews, Mecklenburg, Middlesex, Nelson, Northampton, Northumberland, Nottoway, Orange, Page, Patrick, Prince George, Pulaski, Rappahannock, Richmond, Shenandoah, Southampton, Spotsylvania, Stafford, Sussex, Warren, Westmoreland, Winchester City	H2577-014	17079
AARP® Medicare Advantage Choice (PPO)	Alleghany, Amherst, Appomattox, Augusta, Bedford, Botetourt, Buena Vista City, Campbell, Charlotte, Covington City, Craig, Danville City, Floyd, Franklin, Halifax, Henry, Lexington City, Lynchburg City, Martinsville City, Montgomery, Pittsylvania, Prince Edward, Radford City, Roanoke, Roanoke City, Rockbridge< Rockingham, Salem City, Staunton City	H2577-027	74084
AARP® Medicare Advantage Choice Plan 1 (PPO)	Alexandria City, Arlington, Fairfax, Fairfax City, Falls Church City, Loudoun, Manassas City, Manassas Park City, Prince William	H2577-009	72771
AARP® Medicare Advantage Flex Plan (HMO-POS)	Chesapeake City, Hampton City, Isle of Wight, James City, Newport News City, Norfolk City, Poquoson City, Portsmouth City, Suffolk City, Virginia Beach City, Williamsburg City, York	H5253-087	71274
AARP® Medicare Advantage Flex Plan 2 (HMO-POS)	Chesapeake City, Hampton City, Isle of Wight, James City, Newport News City, Norfolk City, Poquoson City, Suffolk City, Virginia Beach City, Williamsburg City, York	H5253-088	71206

2023 plan overview (cont.)

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
AARP® Medicare Advantage Patriot (PPO)	Accomack, Albemarle, Alexandria City, Alleghany, Amelia, Amherst, Appomattox, Arlington, Augusta, Bath, Bedford, Botetourt, Brunswick, Buckingham, Buena Vista City, Campbell, Caroline, Carroll, Charles City, Charlotte, Charlottesville City, Chesapeake City, Chesterfield, Clarke, Colonial Heights City, Covington City, Craig, Cumberland, Danville City, Dinwiddie, Emporia City, Essex, Fairfax, Fairfax City, Falls Church City, Fauquier, Floyd, Fluvanna, Franklin, Franklin City, Frederick, Fredericksburg City, Galax City, Giles, Gloucester, Goochland, Greene, Greensville, Halifax, Hampton City, Hanover, Henrico, Henry, Highland, Hopewell City, Isle of Wight, James City, King and Queen, King George, King William, Lancaster, Lexington City, Loudoun, Louisa, Lunenburg, Lynchburg City, Madison, Manassas City, Manassas Park City, Mathews, Mecklenburg, Middlesex, Montgomery, Nelson, New Kent, Newport News City, Norfolk City, Northampton, Northumberland, Nottoway, Orange, Page, Patrick, Petersburg City, Pittsylvania, Poquoson City, Portsmouth City, Powhatan, Prince Edward, Prince George, Prince William, Pulaski, Radford City, Roanoke, Roanoke City, Rockbridge, Rappahannock, Rockingham, Richmond, Richmond City\, Salem City, Shenandoah, Southampton, Spotsylvania, Stafford, Staunton City, Suffolk City, Surry, Sussex, Virginia Beach City, Warren, Waynesboro City, Westmoreland, Williamsburg City, Winchester City	H2577-015	17080
AARP® Medicare Advantage Plan 1 (HMO-POS)	Alleghany, Amherst, Appomattox, Augusta, Bedford, Botetourt, Buena Vista City, Campbell, Charlotte, Covington City, Craig, Danville City, Floyd, Franklin, Halifax, Henry, Lexington City, Lynchburg City, Martinsville City, Montgomery, Pittsylvania, Prince Edward, Radford City, Roanoke, Roanoke City, Rockbridge, Rockingham, Salem City, Staunton City, Waynesboro City	H5253-111-001	71272
AARP® Medicare Advantage Plan 1 (HMO-POS)	Amelia, Charles City, Chesterfield, Colonial Heights City, Goochland, Hanover, Henrico, Hopewell City, New Kent, Petersburg city, Powhatan, Richmond City	H5253-111-002	72810
AARP® Medicare Advantage Plan 2 (HMO-POS)	Alleghany, Amherst, Appomattox, Augusta, Bedford, Botetourt, Buena Vista City, Campbell, Charlotte, Covington City, Craig, Danville City, Floyd, Franklin, Halifax, Henry, Lexington City, Lynchburg City, Martinsville City, Montgomery, Pittsylvania, Prince Edward, Radford City, Roanoke, Roanoke City, Rockbridge, Rockingham, Salem City, Staunton City, Waynesboro City	H5253-112-001	712051 72813