

2019 UnitedHealth Passport®

Frequently Asked Questions

Key Points

- UnitedHealth Passport (Passport) is a travel benefit available to members in eligible Medicare Advantage plans.
- Care providers must be contracted with UnitedHealthcare Medicare Advantage to provide services to members who use the Passport travel benefit.
- Learn if you can participate as a Passport care provider and how to help your eligible patients use the benefit.

Overview

Please use the following information as a resource to help address questions about Passport, UnitedHealthcare's travel benefit for Medicare Advantage plan members. You must be contracted with UnitedHealthcare Medicare Advantage in locations where Passport is available to provide services to eligible members. When members receive care from participating Passport care providers, they pay the same network copay or coinsurance they pay in their home service area.

Frequently Asked Questions and Answers

Passport General Information

Q1. Which UnitedHealthcare Medicare Advantage plans include the 2019 Passport benefit?

A1. The Passport benefit is available in many AARP® MedicareComplete and UnitedHealthcare MedicareComplete plans in 38 states.

For a complete list of the counties available in the 2019 Passport service area, visit UHCprovider.com > [Health Plans by State](#) > Choose your state > Medicare > Select plan name > Tools & Resources.

Q2. Which health plans don't have the 2019 Passport benefit?

A2. The following plans, or types of plans, don't have the Passport benefit:

- AARP® MedicareComplete® SecureHorizons® plans in California, Colorado, Oklahoma and Texas, or Sharp® SecureHorizons® Plan by UnitedHealthcare in California
- Select AARP® MedicareComplete plans in Nevada, Oregon, Texas and Washington
- Medica HealthCare or Preferred Care Partners plans
- Special Needs Plans (SNP) (Chronic Condition, Dual Eligible and Institutional)
- Select UnitedHealthcare Medicare Complete plans in Arkansas, Georgia, Illinois, Missouri, South Carolina, Texas, Utah and Wisconsin
- UnitedHealthcare MedicareComplete Assure plans
- UnitedHealthcare Medicare Focus plan in Nevada
- UnitedHealthcare MedicareDirect Private Fee For Service (PFFS) plans

Q3. Does a member's Passport coverage end?

A3. Yes. Using Passport can't exceed nine consecutive months. Members must call Customer Service to deactivate Passport. If the member doesn't return home within nine months of activating the travel benefit, or doesn't deactivate it within nine months, the member will be disenrolled from their current Medicare Advantage plan. This is explained to the member when they activate the benefit and is included in their member materials.

Verifying Passport Participation and Eligibility

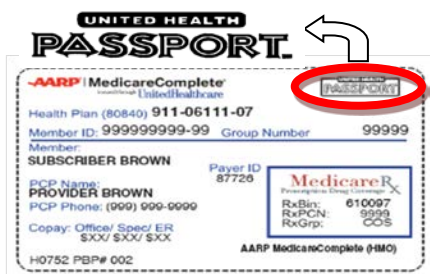
Q4. How do I know if I participate in Passport?

A4. Information is included in your participation agreement if you participate in UnitedHealthcare Medicare Advantage plans that include the Passport benefit. You can also call your Physician Advocate or Network Management Representative to confirm your participation in Passport.

Q5. How can I verify a UnitedHealthcare Medicare Advantage member's Passport eligibility?

A5. If a member with a UnitedHealthcare Medicare Advantage plan visits a participating care provider when they're traveling, you can confirm Passport is available to them by:

- Checking the front of their member ID card for the Passport logo



- Calling Provider Services at **877-842-3210**

Rendering Services to Patients with Passport

Q6. How does my office staff determine the member's applicable copay or coinsurance when a member uses Passport?

A6. You should collect the copay or coinsurance amount shown on the front of their ID card. For plans with Tier 1 and Tier 2 copays listed, collect the Tier 2 copay.

Q7. Can a member receive services from a non-participating Passport care provider?

A7. Members who are on a PPO or POS plan may receive services from a non-participating Passport care provider. However, those services are considered out-of-network. The member's out-of-pocket costs are usually higher out-of-network than if they used a participating Passport care provider.

Q8. When a member uses Passport, do prior authorization, advance notification and referrals still apply?

A8. Yes. Prior authorization and advance notification requirements still apply. The process to submit a prior authorization on behalf of a Passport member is the same as other UnitedHealthcare plan members.

To submit a prior authorization request, sign into Link by going to UHCprovider.com and click on the Link button in the top right corner. Then, select the **Prior Authorization and Notification tool** on your Link dashboard.

Although members with Referral-Required plans are required to obtain a referral from their primary care provider (PCP) when they need specialty care in their home service area, they're not required to get a referral when using their Passport travel benefit.

Q9. Can my staff activate a member's Passport benefit?

A9. No. You or your staff can't activate the benefit – the member has to do that. However, we encourage you to remind eligible members to use their Passport benefit. Members can activate the benefit by calling the Customer Service number on the back of their member ID card.

Q10. Who do I contact if I have questions?

A10. If you have questions not addressed in this FAQ, please call Provider Services at **877-842-3210**.

If you treat members in Medicare Advantage plans in Arizona with contract numbers H0609-025, H0609-026 or H0609-027, call Provider Services at **888-866-8297**. You'll find the contract number on the front of the member ID card.