

# UnitedHealthcare® Group Medicare Advantage (PPO) Plan Out-of-Network Care Provider Quick Reference Guide

Are you an out-of-network care provider who needs to contact us? Use this reference guide for quick access to a variety of resources about UnitedHealthcare Group Medicare Advantage (PPO) plans.

## Quick Facts for Out-of-Network Care Providers

- Out-of-network care providers aren't contracted with UnitedHealthcare for the UnitedHealthcare Group Medicare Advantage (PPO) plan.
- For most UnitedHealthcare Group Medicare Advantage (PPO) plans, a member pays the same out-of-pocket costs for network and out-of-network care providers.
- UnitedHealthcare Group Medicare Advantage (PPO) plans are open access with no referrals required. Members don't need UnitedHealthcare prior authorization or notification to use out-of-network care providers.
- If you participate in Medicare but don't accept Medicare assignment, you'll be reimbursed up to the Medicare limiting charge when you file claims.



### Link and UHCprovider.com

Link's self-service tools can quickly provide the comprehensive information you may need for most UnitedHealthcare benefit plans – without the extra step of calling for information. Use Link to perform secure online transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. To sign in to Link, go to [UHCprovider.com](http://UHCprovider.com) and click on the Link button in the top right corner. If you aren't registered yet, go to [UHCprovider.com](http://UHCprovider.com) and select "New User" to begin registration. To learn more about using Link, please visit [UHCprovider.com/link](http://UHCprovider.com/link).



### Provider Services

**Phone: 877-842-3210**

Call to confirm member eligibility and benefits, check claims status and more.



### Claims Submission

**Electronic Claims:** Please submit electronic claims using the Claim Submission tool on Link. To sign in to Link, go to [UHCprovider.com](http://UHCprovider.com) and click on the Link button in the top right corner.

**Payer ID: 87726**

**Paper Claims:** Mail claims to the address on the back of the member's ID card. We pay according to the Centers for Medicare & Medicaid Services (CMS) guidelines. Member cost-sharing applies.



### Member Appeal Rights

Members can learn about their appeal and grievance rights in their Certificate of Coverage/Evidence of Coverage or by calling the member number on the back of their ID card.



### Interim Rate Letters

Please fax interim rate letters and updates to Reimbursement Services at 866-943-9811.



### Cancer Centers

We pay for out-of-network cancer centers according to the CMS Medicare Advantage Payment Guide for Out-of-Network Payment. Member cost-sharing applies.



### Sample Member ID Card

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

 Health Plan (80840): <b>911-87726-04</b> Member ID: 999999999-99 Group Number: 99999 Member: <b>SUBSCRIBER BROWN</b> Payer ID: 87726 GROUP NAME <b>MedicareRx</b> Prescription Drug Coverage RxBIN: 610097 RxPCN: 9999 RxGrp: COS Copay: PCP \$XX ER \$XX Spec \$XX H9999 PBP# 999 UnitedHealthcare Group Medicare Advantage (PPO) Plan pays up to Medicare Limiting Charges.	Customer Service Hours: Mon - Fri 8 am - 8 pm  <b>For Members</b> Website: <a href="http://www.UHCRetiree.com">www.UHCRetiree.com</a> Customer Service: 1-999-999-9999 TTY 711 NurseLine: 1-999-999-9999 TTY 711 Behavioral Health: 1-999-999-9999 TTY 711 <b>For Providers</b> <a href="http://www.UHCprovider.com">www.UHCprovider.com</a> 1-999-999-9999 Medical Claim Address: P.O. Box 99999, Salt Lake City, UT 99999-9999 <b>UHC</b> For Pharmacists 1-999-999-9999 Pharmacy Claims: OptumRx P.O. Box 29045, Hot Springs, AR 71903
---	--

Insurance coverage provided by or through UnitedHealthcare Insurance Company or its affiliates. Administrative services provided by United HealthCare Services, Inc. or their affiliates. Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a Medicare-approved Part D sponsor. Enrollment in these plans depends on the plan's contract approval with Medicare.

Doc#: PCA-2-014011-02282019\_03182019

© 2019 United HealthCare Services, Inc.

