



Medicare Advantage Plans in New York Insured through UnitedHealthcare

2019 Quick Reference Guide

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



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. You can capture screenshots of your activity or record reference numbers for better documentation.

To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. If you aren't registered yet, go to UHCprovider.com and select "New User" to begin registration.

To learn more about using Link, please visit UHCprovider.com/Link.



Provider Services

Phone: 877-842-3210

Call us to:

- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims status
- Request prior authorization
- Update facility/practice data

You'll be prompted to enter the patient's date of birth, date of service and member ID number.



Hearing

Online: hihealthinnovations.com/UHC

Phone: 855-523-9355

Monday – Friday, 7 a.m. – 6 p.m. Central Time



Prior Authorization Requests and Care Coordination Notification

Online: Sign in to Link by going to UHCprovider.com and clicking on the Link button in the top right corner. Then, select the Prior Authorization and Notification tool on your Link dashboard.

Phone: 877-842-3210



Claims Submission

Electronic: Payer ID 87726

Paper: See the back of the member's ID card.



Vision

Online: myuhcvision.com

Phone: 800-638-3120

Monday – Friday, 7 a.m. – 10 p.m. Central Time



Dental

Online: dbp.com

Phone: 877-816-3596

Monday – Friday, 7 a.m. – 10 p.m. Central Time



Behavioral Health Services

Phone: 800-985-2596



Prescription Drug Orders Home Delivery Mail Service

Online: optumrx.com
Mail Order Phone: 800-791-7658
Monday-Friday, 8 a.m. – 8 p.m. Central Time
Fax: 800-491-7997

Oral Drugs Prior Authorization

Online: covermymeds.com/epa/optumrx
Phone: 800-711-4555, option 1
Fax: 800-527-0531

Injectable Drugs Prior Authorization

Phone: 800-711-4555, option 2
Fax: 800-853-3844



Network Management

Online: UHCprovider.com/contact-us

If you have questions about credentialing, contracts, demographic changes and other topics, please contact your network representative.



Member Information

Members may call the number on the back of their ID card with questions.



UnitedHealthcare Medicare Plans 2019 Sample Member ID Cards

AARP MedicareComplete
Insured through UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

Health Plan (80840): **911-87726-04**
Member ID: 999999999-00 Group Number: 66070

Member:
SAMPLE MEMBER

UHC Dental Benefits

PCP Name: **SAMPLE PHYSICIAN**
PCP Phone: (999) 999-9999

Payer ID: 87726

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

Copay: PCP \$35
Spec \$50

ER \$90

H3307 PBP# 002

AARP MedicareComplete Plan 1 (HMO)
Oxford Medicare Network

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 08/24/2018

For Members
Website: www.MyAARPMedicare.com
Customer Service: 1-800-643-4845 TTY 711
NurseLine: 1-877-365-7949 TTY 711
Behavioral Health: 1-800-985-2596 TTY 711
中文: 1-800-303-6719 한국어: 1-888-201-4746

For Providers
www.UHCprovider.com 1-877-842-3210
Medical Claim Address: P.O. Box 31362, Salt Lake City, UT 84131-0362

UHC Dental Providers: www.UHCdental.com 1-877-816-3596

OXH **Renew Active** **NO Referral Required**

For Pharmacists 1-877-889-6510
Pharmacy Claims OptumRx P.O. Box 29045, Hot Springs, AR 71903

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

2019 UnitedHealthcare Medicare Advantage Plans available in these New York counties:

Plan Name	Plan Type	Service Area Counties	CMS Contract Number
AARP® Medicare Complete® Plan 1 (HMO)	HMO Medicare Advantage-Prescription Drug (MA-PD)	Bronx, Kings, New York, Queens, Richmond	H3307-002
AARP® Medicare Complete® Plan 1 (HMO)	HMO MA-PD	Orange, Rockland, Westchester	H3307-012
AARP® Medicare Complete® Plan 2 (HMO)	HMO MA-PD	Bronx, Kings, New York, Queens, Richmond	H3379-001
AARP® Medicare Complete® Plan 2 (HMO)	HMO MA-PD	Orange, Rockland, Westchester	H3307-023
AARP® Medicare Complete® Mosaic (HMO)	HMO MA-PD	Kings, New York, Queens	H3307-015
AARP® Medicare Complete Essential® (HMO)	HMO Medicare Advantage Only (MA-Only)	Bronx, Kings, New York, Orange, Queens, Richmond, Rockland, Westchester	H3307-018
AARP® Medicare Complete® (HMO)	HMO MA-PD	Dutchess, Putnam, Sullivan, Ulster	H3307-025
AARP® Medicare Complete® (HMO)	HMO MA-PD	Broome, Cayuga, Madison, Oneida, Onondaga	H3379-039
AARP® Medicare Complete® (HMO)	HMO MA-PD	Erie, Genesee, Niagara, Orleans, Wyoming	H3379-040
AARP® Medicare Complete® (HMO)	HMO MA-PD	Monroe, Wayne	H3379-041
UnitedHealthcare® Medicare Complete Choice® (PPO)	Local PPO MA-PD	Montgomery	H1537-004
UnitedHealthcare® Medicare Complete Choice® Plan 1 (PPO)	Regional PPO MA-PD	All counties	R5342-001
UnitedHealthcare® Medicare Complete Choice® Essential (PPO)	Regional PPO MA-Only	All counties	R5342-002
UnitedHealthcare® Medicare Complete Choice® Plan 3 (PPO)	Regional PPO MA-PD	All counties	R5342-005
UnitedHealthcare® Medicare Complete Choice® Plan 4 (PPO)	Regional PPO MA-PD	All counties	R5342-006

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. AARP® Medicare Complete® Plans carry the AARP® name, and UnitedHealthcare Insurance Company pays royalty fees to AARP® for the use of its intellectual property. These fees are used for the general purposes of AARP®.