

UnitedHealthcare Medicare Advantage Benefit Plans

2019 North Central Florida Updates

Frequently Asked Questions

Key Points

- Members should have their new ID cards before Jan. 1 with their updated plan information. The plan number is shown in the bottom left corner of the ID card.
- Members may change plans during the Annual Enrollment Period, so please update your records when members see you in 2019.

Overview

There are changes to the UnitedHealthcare Medicare Advantage benefit plans being offered in North Central Florida for 2019.

| Plan Name | CMS Contract | Change Effective for Coverage Starting Jan. 1, 2019 |
|--------------------------------------|--------------|--|
| AARP® MedicareComplete® (HMO) | H1045-026 | New plan for eligible consumers who reside in Volusia county. |
| AARP® MedicareComplete® (HMO) | H1045-035 | This plan will be consolidated into the existing H1045-026 HMO plan and no longer available in 2019. Members in this plan will automatically be moved into the H1045-026 plan for 2019. |
| AARP® MedicareComplete® Focus (HMO) | H1045-036 | Additional PCP options for 2019: Plan members residing in Indian River, Martin and St. Lucie counties will have a choice between PCPs contracted with WellMed and those who are not contracted with WellMed. |
| AARP® MedicareComplete® (HMO) | H1045-041 | <ul style="list-style-type: none"> New plan for eligible consumers who reside in Leon county. This plan was previously AARP® MedicareComplete® Plus (HMO-POS) in Gadsden, Holmes, Jackson and Washington counties. PCP referrals will be required. There is no covered out-of-network benefit for members (with the exception of emergent and urgent care). |
| AARP® MedicareComplete® Focus (HMO) | H1045-045 | New plan for eligible consumers who reside in Hillsborough, Pasco, Pinellas, and Polk counties. Plan members will choose a primary care provider (PCP) for 2019 from a select PCP network. Members will have access to the entire statewide network of specialists, hospitals and ancillary care providers. |
| AARP® MedicareComplete Choice® (PPO) | H2406 | New plan for eligible consumers who reside in 38 counties. See the Quick Reference Guide at UHCprovider.com/FL > Medicare > AARP® MedicareComplete® Plans for a list of counties. |
| UnitedHealthcare Sync (PPO) | H2406-020 | <p>New plan for eligible consumers who reside in Palm Beach county.</p> <ul style="list-style-type: none"> Members will have access to the statewide network of PCPs, specialists, hospitals and ancillary care providers. The member will need to choose a PCP. No referrals will be required and prior authorization guidelines will apply. Members may choose to receive care from non-participating care providers at a higher cost share. |

For health maintenance organization (HMO) and preferred provider organization (PPO) plans, referrals and/or prior authorization requirements may apply. You can read more about the requirements at:

- UHCprovider.com/FL > Medicare > [AARP® MedicareComplete® Plans](#) > Referral-Required Plans
- UHCprovider.com/guides > UnitedHealthcare Administrative Guide
- UHCprovider.com/priorauth

Frequently Asked Questions and Answers

Q1. What is the AARP® MedicareComplete® Focus (HMO)?

A1. This benefit plan requires members to select and seek care from a set of contracted primary care providers (PCPs) in the plan's service area. With a referral from their PCP, plan members can receive care from UnitedHealthcare Medicare Advantage contracted network of specialists, facilities and hospitals throughout the state.

Q2. Is the AARP® MedicareComplete® Focus (HMO) plan different than the AARP® MedicareComplete® (HMO) plan?

A2. Yes. AARP® Medicare Complete® (HMO) plan members may seek care from any participating UnitedHealthcare PCP who is contracted in our statewide Medicare Advantage network. AARP® MedicareComplete® Focus (HMO) members have to choose from PCPs who are participating in AARP® MedicareComplete® Focus (HMO) plans.

Q3. Will I know if I'm participating in the AARP® MedicareComplete® Focus (HMO) network?

A3. Starting in October 2018, our care provider directory at uhc.com > [Find a Doctor](#) will have the up-to-date list of participating and contracted care providers for the AARP® MedicareComplete® Focus (HMO) plan. All specialists, facilities, and hospitals that are contracted in Florida for UnitedHealthcare Medicare Advantage plans are participating in the Focus (HMO) plans. Please check your contract amendment, refer to the online provider directory or call provider services.

Q4. Will certain UnitedHealthcare Medicare Advantage HMO plans have PCP tiered copays for members in 2019?

A4. No. In 2019, all HMO plan members will have a \$0 copay for PCP office visits with PCPs contracted with UnitedHealthcare Medicare Advantage.

Q5. Who do I contact if I have questions?

A5. Please contact the Provider Services phone number on the member ID card or review the material available at UHCprovider.com/FL > [Medicare](#).