

2019 UnitedHealthcare Medicare Advantage Plans

Florida Quick Reference Guide

This guide provides contact information, prior authorization requirements and other general information to help you and your practice when working with UnitedHealthcare Medicare Advantage health maintenance organization (HMO), preferred provider organization (PPO), and HMO-point of service (HMO-POS) members.



UHCprovider.com and Link

Link is your gateway to UnitedHealthcare's online tools. To sign in to Link, go to UHCprovider.com and click on the Link button in the top right corner. On Link you can:

- Check patient eligibility and benefits
- Check claims status and submit reconsideration requests
- Watch videos on-demand in UHC On Air
- Submit and check referral status

If you have questions, visit UHCprovider.com/link or call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 1, from 7 a.m. – 9 p.m. Central Time, Monday through Friday.



UnitedHealthcare Voice Portal

Call us at **877-842-3210** to:

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



Tip: You can go online to get much of this information and submit transactions. To learn more, please go to UHCprovider.com/link.

You'll be prompted to enter your patient's date of birth, the date of service and the member ID and group number as shown on the member's ID card.



Claims Submission

Electronic: To submit claims by Electronic Data Interchange (EDI), please use **payer ID 87726**. Learn more at UHCprovider.com/edi.

Paper: Please submit paper claims to the address listed on the back of the member's ID card.



Prior Authorization Requests and Care Coordination Notification

877-842-3210

UHCprovider.com > [Prior Authorization and Notification Resources](#)



Prescription Medications

OptumRX.com

Mail Order

- Call **800-791-7658**, Monday through Friday, 8 a.m. - 8 p.m. Central Time
- Fax **800-491-7997**

Oral Drug Prior Authorization Requests

- Call **800-711-4555**, option 1
- Fax **800-527-0531**

Injectable Drugs Prior Authorization Requests

- Call **800-711-4555**, option 2
- Fax **800-853-3844**

2019 UnitedHealthcare Medicare Advantage Plans

Florida Quick Reference Guide



Referral Requests (if required)

Referrals are accepted to network physicians only. The member's primary care provider (PCP) should submit and check the status of the referral online.

You can use the referralLink tool on Link to submit and confirm referral requests. To access referralLink, go to UHCprovider.com/referralLink.

Referrals may take up to two business days to update in the system. If the specialist determines the member needs to see another specialist or return for more visits, they should contact the PCP to request the referral.

- When you're searching for a specialist, they may be listed multiple times in the request system. Match the specialist ID to the last four digits of the specialist tax ID number (TIN).
- When there's no referral, the specialist's claim will be denied.

If you have any questions about a referral, please call the Provider Services number on the member's health plan ID card.



Services That Don't Require a Referral

These services don't require a referral:

- Allergy immunotherapy
- Any laboratory or radiological testing series, excluding radiation therapy
- Any service provided by a network PCP
- Any service provided by a network care provider participating under the same tax ID number as the member's assigned PCP
- Any service provided by a network OB-GYN, chiropractor, optometrist, ophthalmologist, optician, podiatrist, audiologist, oncologist, nutritionist, disease management, or infectious disease specialist
- Any services provided by a pathologist or anesthesiologist, excluding office-based or pain management services, and any inpatient consulting care providers, including hospitalists
- Durable medical equipment, home health, prosthetic/orthotic devices, medical supplies, diabetic testing supplies, or Medicare Part B drugs
- Medicare-covered preventive services, kidney disease education, or diabetes self-management training
- Mental health or substance use services with behavioral health clinicians
- Routine annual physical, vision, or hearing exams
- Services obtained under a UnitedHealth Passport® benefit, which allows for services while traveling Services performed in an observation setting
- Services provided in an emergency room, emergency ambulance, or in a network urgent care center, convenience clinic, or virtual visit
- Additional coverage that may be included by some Medicare Advantage plans, but aren't covered by Medicare, such as hearing aids, routine eyewear, fitness membership or outpatient prescription drugs

2019 UnitedHealthcare Medicare Advantage Plans

Florida Quick Reference Guide



Behavioral Health Services

Please refer to the member's ID card for their behavioral health provider phone number.



Vision

800-638-3120

myUHCvision.com

Monday through Friday, 7 a.m. – 10 p.m., and Saturday, 8 a.m. – 5:30 p.m., Central Time



hi HealthInnovations®

855-523-9355

hihealthinnovations.com/UHC

Monday through Friday, 9 a.m. – 5 p.m. CT

Epic Hearing Health Care

866-956-5400

epichearing.com

Monday through Friday, 6 a.m. – 6 p.m. PT



UnitedHealth Passport Travel Benefit

The UnitedHealth Passport travel benefit allows eligible members to receive non-emergency covered services at the in-network copayment or coinsurance when traveling outside their home service area. Services include preventive care and optional supplemental benefits for up to nine consecutive months of travel.

Members of referral-required plans do not need referrals when using services under Passport. Members must activate their Passport coverage by calling the Customer Service number on their UnitedHealthcare member ID card.



WellMed Primary Care Provider

If a member selects a WellMed-delegated PCP, please submit all referrals, claims, and prior authorizations through the eProvider Resource Gateway (EPRG) as listed on the member's ID card.

WellMed Network of Florida, Inc. and WellMed Medical Management, Inc. are UnitedHealthcare affiliates.

Members have access to the UnitedHealthcare state-wide network of specialists, ancillary care providers and hospitals.



The PCP Role

All Medicare Advantage plans, including PPO plans, require a member to select a PCP at enrollment. If the member doesn't select one, the plan will assign a PCP.

PCPs play an important role:

- Refer members for specialty care
- Obtain referrals and prior authorizations
- Coordinate care with specialists to help prevent duplicate or unnecessary services and costs
- Collaborate to manage inpatient and discharge care
- Help manage prescriptions and identify possible harmful interactions
- Encourage preventive care and health screenings

Members may request a different PCP and those changes generally become effective the following month.

2019 UnitedHealthcare Medicare Advantage Plans

Florida Quick Reference Guide



Other Resources

You'll find information in our Care Provider Administrative Guides at UHCprovider.com/guides. If you have questions, please contact your Physician Advocate or Provider Relations or Network Management representative at UHCprovider.com > Contact Us > [Network Contacts](#).



2019 Medicare Advantage Florida Sample ID Cards

AARP MedicareComplete
insured through UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

Health Plan (80840): **911-87726-04**

Member ID: 999999967-00 Group Number: 80188

Member:
INGRID INDIGO

PCP Name:
DR NAME HERE
PCP Phone: (555) 555-1212

Copay: PCP \$10 ER \$80
Spec \$35

Payer ID: 87726 Dental Benefits Included

MedicareRx
Prescription Drug Coverage

RxBin: 610097
RxPCN: 9999
RxGrp: COS

AARP MedicareComplete Choice (PPO)
Medicare limiting charges apply.

H2406 PBP# 010

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xx/xx/xx

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
Dental: 1-800-445-9090 TTY 711

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

Dental Providers: www.dbp.com 1-877-816-3596

Medicare Solutions UHC NO Referral Required

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

AARP MedicareComplete
insured through UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

Health Plan (80840): **911-87726-04**

Member ID: 999999967-00 Group Number: 82075

Member:
INGRID INDIGO

PCP Name:
DR NAME HERE
PCP Phone: (555) 555-1212

Copay: PCP \$15 ER \$80
Spec \$50

Payer ID: 87726 Dental Benefits Included

MedicareRx
Prescription Drug Coverage

RxBin: 610097
RxPCN: 9999
RxGrp: COS

AARP MedicareComplete Choice Plan 2 (Regional PPO)
Medicare limiting charges apply.

R7444 PBP#003

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xx/xx/xx

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
Dental: 1-800-445-9090 TTY 711

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

Dental Providers: www.dbp.com 1-877-816-3596

Medicare Solutions UHC NO Referral Required

For Pharmacists 1-877-889-6510
Pharmacy Claims OptumRx PO 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

Florida Quick Reference Guide

2019 Medicare Advantage Florida Membership Plans

Plans Requiring Referrals				
Plan Name and Type	Group Number	Network Copay	Florida Counties	CMS Contract
AARP® MedicareComplete® (HMO) Referrals Required	82995 82980*	PCP: \$0 Specialist: \$30	Clay, Duval, Flagler** , Nassau, Putnam** , St. Johns** , Volusia**	H1045-026
AARP® MedicareComplete® (HMO) Referrals Required	80000 82958*	PCP: \$0 Specialist: \$45	Charlotte, Hernando, Hillsborough, Indian River, Lee, Manatee, Martin, Pasco, Pinellas, Polk, Sarasota, St. Lucie	H1045-028
AARP® MedicareComplete® (HMO) Referrals Required	82037 82960*	PCP: \$0 Specialist: \$25	Brevard, Orange, Osceola, Seminole	H1045-030
AARP® MedicareComplete® (HMO) Referrals Required**	82949	PCP: \$0 Specialist: \$25	Escambia, Okaloosa, Santa Rosa	H1045-031
AARP® MedicareComplete® (HMO) Referrals Required**	82950	PCP: \$0 Specialist: \$30	Bay and Walton	H1045-032
AARP® MedicareComplete® (HMO) Referrals Required	82951 82969*	PCP: \$0 Specialist: \$30	Alachua, Columbia, Gilchrist, Suwannee	H1045-033
AARP® MedicareComplete® Plan 2 (HMO) Referrals Required	82953 82962*	PCP: \$0 Specialist: \$20	Charlotte, Collier, Lee, Manatee, Sarasota	H1045-034
AARP® MedicareComplete® Focus (HMO) Referrals Required	70340 82970*	PCP: \$0 Specialist: \$30	Indian River, Martin, St. Lucie	H1045-036
AARP® MedicareComplete® (HMO)** Referrals Required	82976	PCP: \$0 Specialist: \$25	Gadsden, Holmes, Jackson, Leon** , Washington	H1045-041
AARP® MedicareComplete® (HMO) Referrals Required	82984 82977*	PCP: \$0 Specialist: \$25	DeSoto, Hardee, Highlands	H1045-042
AARP® MedicareComplete® (HMO) Referrals Required	82985 82978*	PCP: \$0 Specialist: \$40	Citrus, Levy	H1045-043
AARP® MedicareComplete® Focus (HMO)** Referrals Required	82126 70341*	PCP: \$0 Specialist: \$20	Hillsborough, Pasco, Pinellas, Polk	H1045-045
No Referrals Required Plans				
AARP® MedicareComplete Choice® (PPO) No Referrals Required	80189	PCP: \$5 Specialist: \$40	Bay, Escambia, Okaloosa, Santa Rosa, Walton	H2406-008
AARP® MedicareCompleteChoice® (PPO) No Referrals Required	80191 80194*	PCP: \$10 Specialist: \$35	Charlotte** , Collier, Glades** , Hendry** , Lee** , Manatee, Sarasota	H2406-009
AARP® MedicareComplete Choice® (PPO) No Referrals Required	80188 80192*	PCP: \$10 Specialist: \$35	Brevard, Orange** , Osceola, Seminole	H2406-010
AARP® MedicareComplete Choice® (PPO) No Referrals Required	80190 80193*	PCP: \$10 Specialist: \$35	Hernando** , Hillsborough** , Pasco** , Pinellas** , Polk	H2406-011

2019 UnitedHealthcare Medicare Advantage Plans

Florida Quick Reference Guide

Plan Name and Type	Group #	Network Copay	Florida Counties	CMS Contract
AARP® MedicareComplete Choice® (PPO)** No Referrals Required	82127	PCP: \$5 Specialist: \$40	Gadsden, Holmes, Jackson, Leon, Washington	H2406-012
AARP® MedicareComplete Choice® (PPO)** No Referrals Required	82130 70342*	PCP: \$10 Specialist: \$35	Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia	H2406-013
AARP® MedicareComplete Choice® (PPO)** No Referrals Required	82131 70343*	PCP: \$10 Specialist: \$35	Alachua, Baker, Bradford, Columbia, Suwannee, Union	H2406-014
AARP® MedicareComplete Choice® (PPO)** No Referrals Required	82132 70344*	PCP: \$10 Specialist: \$35	Citrus, Levy	H2406-015
AARP® MedicareComplete Choice® (PPO)** No Referrals Required	82133 70345*	PCP: \$5 Specialist: \$40	Lake, Marion, Sumter	H2406-016
AARP® MedicareComplete Choice® (PPO)** No Referrals Required	82134 70346*	PCP: \$10 Specialist: \$35	Indian River, Martin, Okeechobee, St. Lucie	H2406-017
AARP® MedicareComplete Choice® (PPO)** No Referrals Required	82135 70347*	PCP: \$0 Specialist: \$35	Broward, Miami-Dade, Palm Beach	H2406-018
AARP® MedicareComplete Choice® (PPO)** No Referrals Required	82136 70348*	PCP: \$10 Specialist: \$35	DeSoto, Hardee, Highlands	H2406-019
UnitedHealthcare® Sync (PPO)** No Referrals Required	82137	PCP: \$0 Specialist: \$35	Palm Beach	H2406-020
AARP® MedicareComplete Choice® Plan 2 (Regional PPO) No Referrals Required	82075 82955*	PCP: \$15 Specialist: \$50	Statewide: All Florida Counties	R7444-003
AARP® MedicareCompleteChoice® Essential (Regional PPO) No Referrals Required	82085 82956*	PCP: \$15 Specialist: \$50	Statewide: All Florida Counties	R7444-004
UnitedHealthcare® The Villages® MedicareComplete® 1 (HMO) No Referrals Required	82943 82940*	PCP: \$0 Specialist: \$40	Lake, Marion, Sumter	H1045-025
UnitedHealthcare® The Villages® MedicareComplete® 2 (HMO-POS) No Referrals Required	82948 82971*	PCP: \$0 Specialist: \$15	Lake, Marion, Sumter	H1045-027

*Groups delegated through WellMed

**New for 2019 (plan, name change or county addition)