

2020 UnitedHealthcare Medicare Advantage Plans

Central Missouri

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 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 - Friday.



Provider Hotline

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

Request prior authorization and provide care coordination notification.

877-842-3210

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

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Prescription Medications

OptumRX.com

Mail Order

Call **800-791-7658**, Monday – 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



Behavioral Health Services

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



Routine Vision: UnitedHealthcare Vision

spectera.com

800-638-3120; Monday – Friday, 7 a.m. – 10 p.m., and Saturday, 8 a.m. – 5:30 p.m. Central Time



Routine Hearing: UnitedHealthcare Hearing

UHChearing.com

855-523-9355; Monday – Friday, 8 a.m. – 8 p.m. Central Time



Dental

dbp.com

877-816-3596; Monday – Friday, 7 a.m. – 10 p.m. Central Time



Virtual Medical Visits

amwell.com; Members have access to virtual medical visits 24/7 with American Well at amwell.com.



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, Provider Relations or Network Management representative at UHCprovider.com > Contact Us > [Network Contacts](#).

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2020 Medicare Advantage Sample ID Card

AARP Medicare Advantage UnitedHealthcare		UNITED HEALTHCARE PASSPORT	
Health Plan (99999) 999-99999-99 Member ID: 999999999-00 Group Number: XXXXX			
Member MEMBER SAMPLE		Payer ID: XXXXX MedicareRx Prescription Drug Coverage	
PCP Name: SAMPLE, MD., PROVIDER PCP Phone: (999) 999-9999		RxBIN: 610097 RxPCN: 9999 RxGrp: COS	
Copay: PCP \$XX Spec \$XX		ER \$XX AARP Medicare Advantage (HMO)	
H9999-999-999			
Customer Service Hours: 8 am - 8 pm, 7 days/week Printed: xxx/xx/xxxx			
For Members Website: www.MEMBERURL.com Customer Service: 1-999-999-9999 TTY 711 NurseLine: 1-999-999-9999 TTY 711 Behavioral Health: 1-999-999-9999 TTY 711 (Dental): 1-999-999-9999 TTY 711			
For Providers Website: www.PROVIDERURL.com Medical Claim Address: P.O. Box 99999, Healthcare, US 99999-9999 (PCP to send electronic referrals) [UHC Dental Providers: www.DENTALURL.com 1-999-999-9999]			
For Pharmacists: 1-999-999-9999 Pharmacy Claims OptumRx P.O. Box 99999, Healthcare, US 99999			

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

2020 Central Missouri Medicare Advantage Membership Plans

Referrals are not required.

Plan Name and Type	Missouri Counties	CMS Contract	Member Monthly Premium
AARP® Medicare Advantage SecureHorizons® Plan 1 (HMO-POS)	Audrain, Boone, Callaway, Camden, Cole, Cooper, Howard, Lincoln, Maries, Miller, Moniteau, Montgomery, Morgan, Osage	H2802-029	\$23
AARP® Medicare Advantage SecureHorizons® Plan 2 (HMO-POS)		H2802-048	\$0