

2020 UnitedHealthcare® Medicare Advantage Assure® (PPO) Plan Illinois Quick Reference Guide

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



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.



Care 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.



Claim 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.

Phone: 877-842-3210

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



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

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

Injectable Drugs Prior Authorization Requests

- Call **800-711-4555**, option 2

2020 UnitedHealthcare® Medicare Advantage Assure® (PPO) Plan Illinois Quick Reference Guide



Behavioral Health Services

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



Virtual Behavioral Health Visits

virtualvisitsmentalhealth.uhc.com

Members have access to virtual behavioral health visits through Optum Behavioral Health.



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

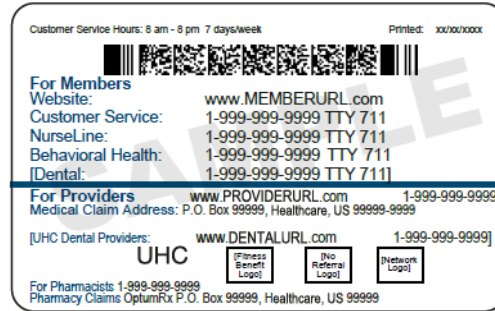
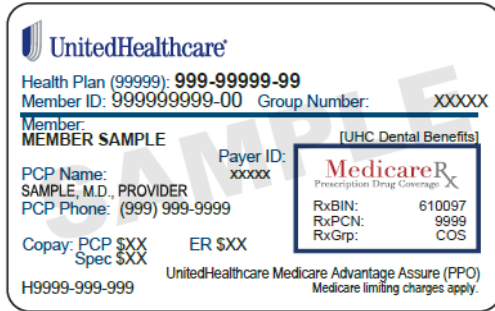
You'll find information in our Care Provider Administrative Guides at UHCprovider.com/guides.

If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at UHCprovider.com > Contact Us > [Network Contacts](#).

2020 UnitedHealthcare® Medicare Advantage Assure® (PPO) Plan Illinois Quick Reference Guide



2020 Medicare Advantage Sample ID Card



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

2020 UnitedHealthcare® Medicare Advantage Assure® (PPO) Plan in Illinois

| Group Number | Plan Name | Counties | Plan Type | Centers for Medicare & Medicaid Services Contract Number |
|--------------|--|----------|-----------|--|
| 69552 | UnitedHealthcare® Medicare Advantage Assure® (PPO) | Cook | PPO | H0271 004 |