

# UnitedHealthcare and AARP® Medicare Advantage Plans in Maine

## 2020 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](https://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](https://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 Services

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](https://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](https://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](https://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](https://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



### Behavioral Health Services

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

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### Routine Vision: UnitedHealthcare Vision

[spectera.com](http://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](http://UHChearing.com)

855-523-9355

Monday – Friday, 8 a.m. – 8 p.m. Central Time



### Dental

[dbp.com](http://dbp.com)

877-816-3596

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



### Virtual Visits

Virtual Medical Visits

- [amwell.com](http://amwell.com)
- Members have access to virtual medical visits 24/7 with American Well at [amwell.com](http://amwell.com).

Virtual Mental Health Visits

- [VirtualVisitsMentalHealth.uhc.com](http://VirtualVisitsMentalHealth.uhc.com)
- Members have access to virtual mental health visits through Optum Behavioral Health.



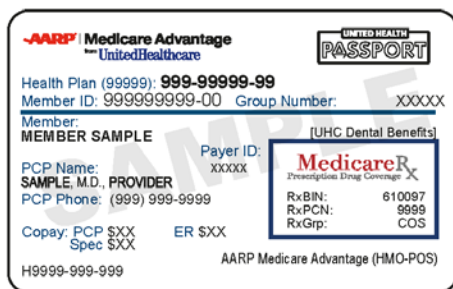
### Other Resources

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



### 2020 Medicare Advantage Sample ID Cards

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



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**AARP Medicare Advantage**  
UnitedHealthcare

Health Plan (99999): **999-999999-99**  
Member ID: 999999999-00 Group Number: XXXXX

Member: **MEMBER SAMPLE** [UHC Dental Benefits]

Payer ID: XXXXX

PCP Name: **SAMPLE, M.D., PROVIDER**  
PCP Phone: (999) 999-9999

Copay: PCP \$XX ER \$XX  
Spec \$XX

H9999-999-999

**Medicare Rx**  
Prescription Drug Coverage

RxBIN: 610087  
RxPCN: 9999  
RxGrp: COS

AARP Medicare Advantage (PPO)  
Medicare limiting charges apply.

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** www.PROVIDERURL.com 1-999-999-9999  
Medical Claim Address: P.O. Box 99999, Healthcare, US 99999-9999

[UHC Dental Providers] www.DENTALURL.com 1-999-999-9999

**UHC** [Fitness Benefit Logo] [No Referral Logo] [Network Logo]

For Pharmacists 1-999-999-9999  
Pharmacy Claims OptumRx, P.O. Box 99999, Healthcare, US 99999

Members with the Medicare National Network logo will not need to activate Passport.

**AARP Medicare Advantage**  
UnitedHealthcare

Health Plan (99999): **999-999999-99**  
Member ID: 999999999-00 Group Number: XXXXX

Member: **MEMBER SAMPLE** [UHC Dental Benefits]

Payer ID: XXXXX

PCP Name: **SAMPLE, M.D., PROVIDER**  
PCP Phone: (999) 999-9999

Copay: PCP \$XX ER \$XX  
Spec \$XX

H9999-999-999

**Medicare Rx**  
Prescription Drug Coverage

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### Medicare Plans in Maine in 2020

Group Number	Plan Name	Counties	Plan Type	Centers for Medicare & Medicaid Services Contract Number
35036/35039	AARP® Medicare Advantage Choice Plan 1	Androscoggin, Cumberland, Franklin, Kennebec, Knox, Lincoln, Oxford, Sagadahoc, Waldo, York	LPPO	H2001-001
35038/35043	AARP® Medicare Advantage Choice Plan 2	Androscoggin, Cumberland, Franklin, Kennebec, Knox, Lincoln, Oxford, Sagadahoc, Waldo, York	LPPO	H2001-010
00800/00804	AARP® Medicare Advantage Choice	Statewide	RPPO	R5329-001
44500	UnitedHealthcare Dual Complete	Androscoggin, Cumberland, Franklin, Kennebec, Knox, Lincoln, Oxford, Sagadahoc, Waldo, York	PPO-DSNP	H0271-006