

UnitedHealthcare and AARP® Medicare Advantage Plans in Massachusetts

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 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 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.

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](#)



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

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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 through 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 Visits

Virtual Medical Visits

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

Virtual Mental Health Visits

- **VirtualVisitsMentalHealth.uhc.com**
- Members have access to virtual mental health visits through Optum Behavioral Health.



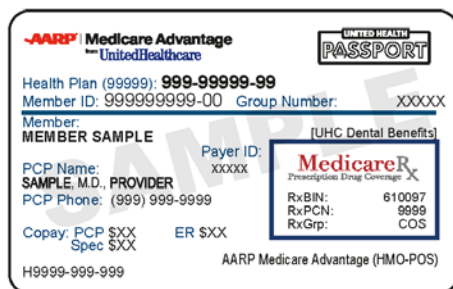
Other Resources

You'll find information in our Care Provider Administrative Guides at UHCprovider.com/guides. If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at 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): **999-99999-99**
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

Copy: 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/xxx/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 Federal 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 **PASSPORT**

Health Plan (99999): **999-99999-99**
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

Copy: PCP \$XX ER \$XX
Spec \$XX

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2020 Medicare Plans in Massachusetts

Group Number	Plan Name	Counties	Plan Type	Centers for Medicare & Medicaid Services Contract Number
12900/13001	AARP® Medicare Advantage Plan 1	Middlesex, Suffolk	HMO	H1944-001
12903/13002	AARP® Medicare Advantage Plan 2	Middlesex, Suffolk	HMO	H1944-004
12934/12945	AARP® Medicare Advantage Plan 3	Middlesex, Suffolk	HMO	H1944-021
13003/51901	AARP® Medicare Advantage Plan 1	Bristol, Essex, Hampden, Plymouth, Worcester	HMO	H1944-005
12924/13004	AARP® Medicare Advantage Plan 2	Bristol, Essex, Hampden, Plymouth, Worcester	HMO	H1944-006
12935/35100	AARP® Medicare Advantage Plan 3	Bristol, Essex, Hampden, Plymouth, Worcester	HMO	H1944-022
72772	AARP® Medicare Advantage Walgreens	Middlesex, Suffolk	LPPO	H3442-003
72773	AARP® Medicare Advantage Walgreens	Bristol, Essex, Hampden, Plymouth, Worcester	LPPO	H3442-004

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43600/43601/ 43605/43606/ 43852/43853/ 43854/43855	AARP® Medicare Advantage Choice	Statewide	RPPO	R7444-001
MAUHCSCO	UnitedHealthcare Senior Care Options	Bristol, Essex, Hampden, Hampshire, Middlesex, Norfolk, Plymouth, Suffolk, Worcester	HMO DSNP	H2226-001 H2226-003