

UnitedHealthcare AARP® Medicare Advantage PPO Plans in Minnesota 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. to 9 p.m. Central Time, Monday through Friday.



Provider Services

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

- Confirm member eligibility and benefits
- Provide care coordination notifications
- Check claims status
- Request prior authorizations
- 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 Notifications

Request prior authorization and provide care coordination notifications.

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. to 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



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

800-638-3120

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



Routine Hearing: UnitedHealthcare Hearing

UHChearing.com

855-523-9355

Monday through Friday, 8 a.m. to 8 p.m. Central Time



Dental

dbp.com

877-816-3596

Monday through Friday from 7 a.m. to 10 p.m. Central Time



Virtual Visits

Virtual Medical Visits

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

Virtual Mental Health Visits

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



Other Resources

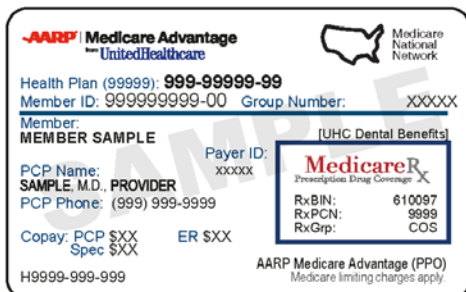
You'll find information in our Care Provider Administrative Guides at UHCprovider.com/guides.

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 Card

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



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

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2020 Medicare Plans in Minnesota

| Group Number | Plan Name | Counties | Plan Type | Centers for Medicare & Medicaid Services Contract Number |
|----------------|-------------------------------------|--|-----------|--|
| 52009 52010 | AARP® Medicare Advantage Headwaters | Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Washington, Wright | PPO | H7404-001 |
| 52011 | AARP® Medicare Advantage Lakeshore | Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Washington, Wright | PPO | H7404-002 |
| 52013 | UnitedHealthcare Sync | Aitkin, Anoka, Becker, Beltrami, Benton, Blue Earth, Brown, Carlton, Carver, Cass, Chisago, Clay, Clearwater, Crow Wing, Dakota, Douglas, Goodhue, Grant, Hennepin, Hubbard, Isanti, Itasca, Kanabec, Koochiching, Le Sueur, McLeod, Meeker, Mille Lacs, Morrison, Nicollet, Otter Tail, Pine, Polk, Ramsey, Rice, St. Louis, Scott, Sibley, Wabasha, Wadena, Washington, Winona, Wright | PPO | H7404-004 |
| 52014 52015 | AARP® Medicare Advantage Headwaters | Aitkin, Becker, Beltrami, Benton, Carlton, Cass, Clay, Clearwater, Crow Wing, Douglas, Grant, Hubbard, Itasca, Kanabec, Koochiching, Meeker, Mille Lacs, Morrison, Otter Tail, Pine, Polk, St. Louis, Wadena | PPO | H7404-005 |
| 52016 | AARP® Medicare Advantage Lakeshore | Aitkin, Becker, Beltrami, Benton, Carlton, Cass, Clay, Clearwater, Crow Wing, Douglas, Grant, Hubbard, Itasca, Kanabec, Koochiching, Meeker, Mille Lacs, Morrison, Otter Tail, Pine, Polk, St. Louis, Wadena | PPO | H7404-006 |
| 72774 | AARP® Medicare Advantage Headwaters | Blue Earth, Brown, Goodhue, LeSueur, McLeod, Nicollet, Rice, Sibley, Wabasha, Winona | PPO | H7404-011 |
| 72776 | AARP® Medicare Advantage Lakeshore | Blue Earth, Brown, Goodhue, LeSueur, McLeod, Nicollet, Rice, Sibley, Wabasha, Winona | PPO | H7404-012 |
| 72777 | AARP® Medicare Advantage Riverbank | Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Washington, Wright | PPO | H7404-014 |