

# 2020 AARP® Medicare Advantage Plans Nebraska

## 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. to 9 p.m. Central Time, Monday through Friday.



### Provider Hotline

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

- Confirm member eligibility and benefits
- Provide care coordination notifications
- 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 Notifications

Request prior authorization and provide care coordination notifications.

**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 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](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.



### Virtual Behavioral Health Visits

#### [virtualvisitsmentalhealth.uhc.com](https://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 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 Medical Visits

#### amwell.com

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



### Other Resources

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

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### 2020 AARP® Medicare Advantage Sample ID Cards

**AARP Medicare Advantage**  
UnitedHealthcare

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

Member: **MEMBER SAMPLE** Payer ID: xxxxx [UHC Dental Benefits]

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

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

H9999-999-999 AARP Medicare Advantage (HMO/POS)

**MedicareRx**  
Prescription Drug Coverage  
RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

**UNITED HEALTHCARE**  
**PASSPORT**

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 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  
[PCP to send electronic referrals]  
[UHC Dental Providers] www.DENTALURL.com 1-999-999-9999

**UHC** (Finance Benefit Login) (No Referral Login) (Network Login)

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

**AARP Medicare Advantage**  
UnitedHealthcare

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

Member: **MEMBER SAMPLE** Payer ID: xxxxx [UHC Dental Benefits]

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

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

H9999-999-999 AARP Medicare Advantage (PPO)  
Medicare limiting charges apply

**MedicareRx**  
Prescription Drug Coverage  
RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

**UNITED HEALTHCARE**  
**PASSPORT**

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 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** (Finance Benefit Login) (No Referral Login) (Network Login)

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 Medicare Advantage Plans in Nebraska

Group Number	Plan Name	Counties	Plan Type	Centers for Medicare & Medicaid Services Contract Number
69553 69555	AARP® Medicare Advantage Choice (PPO)	Iowa: Cass, Mills, Pottawattamie  Nebraska: Adams, Buffalo, Burt, Butler, Cass, Dodge, Douglas, Gage, Hall, Lancaster, Madison, Otoe, Saline, Sarpy, Saunders, Seward, Washington	PPO	H1278-001-000
69505 84505	AARP® Medicare Advantage (HMO)	Iowa: Cass, Mills, Pottawattamie  Nebraska: Adams, Burt, Butler, Buffalo, Cass, Dodge, Douglas, Gage, Hall, Lancaster, Madison, Otoe, Saline, Sarpy, Saunders, Seward, Washington	HMO	H2802-001-000