

2020 Medicare Advantage Plans in New York

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** for **HMO plans** and **800-690-1606** for **PPO plans**:

- 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 – 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](https://UHCprovider.com).


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2020 Medicare Advantage Sample ID Cards

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

UnitedHealthcare  Medicare National Network

Health Plan (80840): **911-87726-04**
 Member ID: 0000000000 Group Number: 50514

Member: **EILEEN E SAMPLE** Payer ID: 87726

UHC Dental Benefits

MedicareRx
 Prescription Drug Coverage

RxBIN: 610097
 RxPCN: 9999
 RxGrp: COS

Copay: PCP \$0 Spec \$40 ER \$90
 UnitedHealthcare Medicare Advantage Choice Plan 3 (Regional PPO)
 R5342-005-000 Medicare limiting charges apply.

X54200610800001

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/01/2019

For Members
 Website: www.myUHCMedicare.com
 Customer Service: 1-800-711-6088 TTY 711
 NurseLine: 1-877-365-7949 TTY 711
 Behavioral Health: 1-800-985-2596 TTY 711
 Dental: 1-800-711-6088 TTY 711



For Providers www.UHCprovider.com 1-800-690-1606
 Medical Claim Address: P.O. Box 31362, Salt Lake City, UT 84131-0362

UHC Dental Providers: www.UHCdental.com 1-877-816-3596

UHC Renew Active 

For Pharmacists 1-877-889-6510
 Pharmacy Claims OptumRx P.O. Box 29045, Hot Springs, AR 71903

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

AARP Medicare Advantage  **UnitedHealthcare**  **PASSPORT**

Health Plan (80840): **911-87726-04**
 Member ID: 0000000000 Group Number: 66073

Member: **AURORA F SAMPLE** Payer ID: 87726

UHC Dental Benefits

Part B Drugs

RxBIN: 610494
 RxPCN: 9999
 RxGrp: COS

Copay: PCP \$20 Spec \$40 ER \$90
 AARP Medicare Advantage Essential (HMO)
 H3307-018-000 Oxford Medicare Network

X29742473000001

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/08/2019

For Members
 Website: www.myAARPMedicare.com
 Customer Service: 1-800-643-4845 TTY 711
 NurseLine: 1-877-365-7949 TTY 711
 Behavioral Health: 1-800-985-2596 TTY 711
 中文: 1-800-303-6719 한국어: 1-888-201-4746

For Providers www.UHCprovider.com 1-877-842-3210
 Medical Claim Address: P.O. Box 31362, Salt Lake City, UT 84131-0362

UHC Dental Providers: www.UHCdental.com 1-877-816-3596

OXH Renew Active 

For Pharmacists 1-877-889-6510
 Part B RX Claims OptumRx P.O. Box 29045, Hot Springs, AR 71903

Medicare Plans in New York in 2020

Plan Name	Counties	Plan Type	Centers for Medicare & Medicaid Services Contract Number
AARP® Medicare Advantage Plan 1	Bronx, Kings, New York, Queens, Richmond	HMO Medicare Advantage-Prescription Drug (MA-PD)	H3307-002
AARP® Medicare Advantage Plan 1	Orange, Rockland, Westchester	HMO MA-PD	H3307-012
AARP® Medicare Advantage Plan 2	Bronx, Kings, New York, Queens, Richmond	HMO MA-PD	H3379-001
AARP® Medicare Advantage Plan 2	Orange, Rockland, Westchester	HMO MA-PD	H3307-023
AARP® Medicare Advantage® Mosaic	Kings, New York, Queens	HMO MA-PD	H3307-015
AARP® Medicare Advantage Essential	Bronx, Kings, New York, Orange, Queens, Richmond, Rockland, Westchester	HMO Medicare Advantage Only (MA-Only)	H3307-018

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AARP® Medicare Advantage Mosaic Choice	Kings, New York, Queens	Local PPO MA-PD	H3418-001
AARP® Medicare Advantage	Dutchess, Putnam, Sullivan, Ulster	HMO MA-PD	H3307-025
AARP® Medicare Advantage	Broome, Cayuga, Madison, Oneida, Onondaga	HMO MA-PD	H3379-039
AARP® Medicare Advantage	Erie, Genesee, Niagara, Orleans, Wyoming	HMO MA-PD	H3379-040
AARP® Medicare Advantage	Monroe, Wayne	HMO MA-PD	H3379-041
UnitedHealthcare® Medicare Advantage Choice	Montgomery	Local PPO MA-PD	H1537-004
UnitedHealthcare® Medicare Advantage Choice® Plan 1	All counties	Regional PPO MA-PD	R5342-001
UnitedHealthcare® Medicare Advantage Choice® Essential	All counties	Regional PPO MA-Only	R5342-002
UnitedHealthcare® Medicare Advantage Choice® Plan 3	All counties	Regional PPO MA-PD	R5342-005
UnitedHealthcare® Medicare Advantage Choice® Plan 4	All counties	Regional PPO MA-PD	R5342-006