

AARP® Medicare Advantage Plans in Ohio

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 through 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 through 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

UHCprovider.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 through Friday, 8 a.m. – 8 p.m. Central Time



Dental

dbp.com

877-816-3596

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



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.

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 SXX ER SXX
Spec SXX

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

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

UHC [If there is Benefit Logo] [No Referral Logo] [Network Logo]

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 [UHC Dental Benefits]

Payer ID: XXXXX

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

Copy: PCP SXX ER SXX
Spec SXX

H9999-999-999

AARP Medicare Advantage (PPO)
Medicare limiting charges apply.

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

Medicare National Network

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 [If there is 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.

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2020 AARP® Medicare Advantage Plans available in these Ohio counties:

Provider Network	Group Number	Plan Name	CMS Contract Number	Service Area Counties
UnitedHealthcare Medicare Advantage	10102	AARP® Medicare Advantage Plan 1 (HMO)	H5253-050	Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Fulton, Geauga, Hancock, Lake, Lorain, Lucas, Mahoning, Medina, Ottawa, Portage, Seneca, Stark, Summit, Trumbull, Tuscarawas, Wayne, Wood
	10339	AARP® Medicare Advantage Plan 2 (HMO)	H5253-109-001	Delaware, Fairfield, Franklin, Licking, Madison, Marion, Morrow, Muskingum, Pickaway, Richland, Union
	10055 10326	AARP® Medicare Advantage Plan 2 (HMO)	H5253-109-002	Boone (KY), Brown, Butler, Campbell (KY), Champaign, Clark, Clermont, Greene, Hamilton, Kenton (KY), Miami, Montgomery, Preble, Warren
	10792	AARP® Medicare Advantage Plan 3 (HMO)	H5253-051	Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Fulton, Geauga, Hancock, Lake, Lorain, Lucas, Mahoning, Medina, Ottawa, Portage, Seneca, Stark, Summit, Trumbull, Tuscarawas, Wayne, Wood
	10793 10795	AARP® Medicare Advantage Plan 3 (HMO)	H5253-054	Boone (KY), Brown, Butler, Campbell (KY), Champaign, Clark, Clermont, Greene, Hamilton, Kenton (KY), Miami, Montgomery, Preble, Warren
	10805	AARP® Medicare Advantage Plan 3 (HMO)	H5253-063	Delaware, Fairfield, Franklin, Licking, Madison, Marion, Morrow, Muskingum, Pickaway, Richland, Union
	10803	AARP® Medicare Advantage Plan 5 (HMO)	H5253-062	Delaware, Fairfield, Franklin, Licking, Madison, Marion, Morrow, Muskingum, Pickaway, Richland, Union
	10304 10306 10784 10785	AARP® Medicare Advantage Plan 6 (HMO)	H5253-052	Boone (KY), Brown, Butler, Campbell (KY), Champaign, Clark, Clermont, Greene, Hamilton, Kenton (KY), Miami, Montgomery, Preble, Warren
	10788	AARP® Medicare Advantage Plan 7 (HMO)	H5253-049	Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Fulton, Geauga, Hancock, Lake, Lorain, Lucas, Mahoning, Medina, Ottawa, Portage, Seneca, Stark, Summit, Trumbull, Tuscarawas, Wayne, Wood
	19001 19002	AARP® Medicare Advantage Choice (PPO)	H8768-006	Fulton, Hancock, Lucas, Ottawa, Seneca, Wood
	19003	AARP® Medicare Advantage Choice (PPO)	H8768-007	Delaware, Fairfield, Franklin, Licking, Madison, Marion, Morrow, Muskingum, Pickaway, Richland, Union
	78782 78783	AARP® Medicare Advantage Walgreens (PPO)	H8768-014	Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Geauga, Lake, Lorain, Mahoning, Medina, Portage, Stark, Summit, Trumbull, Tuscarawas, Wayne
	72784 72785 72786 72787	AARP® Medicare Advantage Walgreens (PPO)	H8768-015	Boone (KY), Brown, Butler, Campbell (KY), (KY), Champaign, Clark, Clermont, Greene, Hamilton, Kenton (KY), Miami, Montgomery, Preble, Warren