

2020 UnitedHealthcare Medicare Advantage Plans

Oklahoma

Quick Reference Guide

This guide provides contact information, prior authorization requirements and other general information to help you and your practice when working with UnitedHealthcare Medicare Advantage health maintenance organization (HMO) and preferred provider organization (PPO) members.



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 Hotline

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

- Call **800-711-4555**, option 1
- Fax **800-527-0531**

Injectable Drugs Prior Authorization Requests

- Call **800-711-4555**, option 2
- Fax **800-853-3844**

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Oklahoma

Quick Reference Guide



Behavioral Health Services

Please refer to the member's ID card for their behavioral health provider phone number.



Routine Vision: UnitedHealthcare Vision

MyUHCvision.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



Virtual Medical Visits

amwell.com

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



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

AARP Medicare Advantage
by UnitedHealthcare

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

Member: **MEMBER SAMPLE** [UHC Dental Benefits]

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

Copyay: PCP \$XX Spec \$XX ER \$XX

H9999-999-999

AARP Medicare Advantage (HMO-POS)

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

UnitedHealthcare **PASSPORT**

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xxx/xx/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 Referral Logo] [Network Logo]

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

AARP Medicare Advantage
by UnitedHealthcare

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

Member: **MEMBER SAMPLE** [UHC Dental Benefits]

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

Copyay: PCP \$XX Spec \$XX ER \$XX

H9999-999-999

AARP Medicare Advantage (PPO)
Medicare limiting charges apply

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

UnitedHealthcare

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xxx/xx/xxxx

For Members
Website: www.MEMBERURL.com
Customer Service: 1-999-999-9999 TTY 711
NurseLine: 1-999-999-9999 TTY 711
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UHC [Fitness Benefit Logo] [No Referral Logo] [Network Logo]

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.

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2020 Medicare Advantage Oklahoma Membership Plans

Referrals are not required.

Plan Name and Type	Oklahoma Counties	CMS (Centers for Medicare and Medicaid Services) Contract	Member Monthly Premium
AARP® Medicare Advantage SecureHorizons® Plan 1 (HMO)	Canadian, Cleveland, Grady, Kingfisher, Lincoln, Logan, McClain, Oklahoma, Pottawatomie, Seminole	H3749-001	\$23
AARP® Medicare Advantage SecureHorizons® Plan 1 (HMO)	Cherokee, Craig, Creek, Mayes, Muskogee, Okmulgee, Osage, Rogers, Tulsa, Wagoner	H3749-017	\$19
AARP® Medicare Advantage SecureHorizons® Plan 2 (HMO)	Canadian, Cleveland, Grady, Kingfisher, Lincoln, Logan, McClain, Oklahoma, Pottawatomie, Seminole	H3749-018	\$0
AARP® Medicare Advantage SecureHorizons® Plan 2 (HMO)	Cherokee, Craig, Creek, Mayes, Muskogee, Okmulgee, Osage, Rogers, Tulsa, Wagoner	H3749-020	\$0
AARP® Medicare Advantage Choice® (PPO)	Canadian, Cleveland, Grady, Kingfisher, Lincoln, Logan, McClain, Oklahoma, Pottawatomie, Seminole	H8768-008	\$32
AARP® Medicare Advantage Choice® (PPO)	Cherokee, Craig, Creek, Mayes, Muskogee, Okmulgee, Osage, Rogers, Tulsa, Wagoner	H8768-009	\$0