

# 2020 UnitedHealthcare Medicare Advantage Plans

## Kansas-Missouri

### 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 point of service (HMO-POS) members.



#### 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. – 9 p.m. Central Time, Monday – 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](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 Notification

Request prior authorization and provide care coordination notification.

**877-842-3210**

[UHCprovider.com](https://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

- 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 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](http://UHCprovider.com/guides).

If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at [UHCprovider.com](http://UHCprovider.com) > Contact Us > [Network Contacts](#).



#### 2020 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** [UHC Dental Benefits]  
Payer ID: xxxxx

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)

Medicare Rx Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

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  
[PCP to send electronic referrals]  
[UHC Dental Providers: www.DENTALURL.com 1-999-999-9999]

**UHC** [Please Scan! Logit] [Please Scan! Logit]

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

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

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

Medicare National Network

Medicare Rx Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

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  
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**UHC** [Please Scan! Logit] [Please Scan! Logit]

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 Kansas-Missouri Medicare Advantage Membership Plans

Referrals are not required.

Plan Name and Type	Kansas-Missouri Counties	CMS Contract	Member Monthly Premium
AARP® Medicare Advantage Plan 2 (HMO-POS)	<b>Kansas (New counties in bold):</b> Atchison, Douglas, Franklin, Jefferson, Johnson, Leavenworth, Miami, Osage, Wyandotte	H2802-032	\$0
AARP® Medicare Advantage Plan 1 (HMO-POS)	<b>Missouri (New counties in bold):</b> Buchanan, Caldwell, Cass, Clay, Clinton, DeKalb, Jackson, Johnson, Lafayette, Pettis, Platte, Ray, Saline	H2802-033	\$36
AARP® Medicare Advantage Choice (PPO)	<b>Kansas:</b> Johnson <b>Missouri:</b> Jackson	H2228-071	\$0