

AARP® Medicare Advantage plans in Illinois & Missouri

2021 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
- 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, 7 a.m. – 9 p.m. Central Time, Monday – Friday.



Provider Services

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

- Confirm member eligibility and benefits
- Provide advance notifications
- Check claims status
- Request prior authorizations
- 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 Advance Notifications

Request prior authorization and provide advance notifications.

- Call **877-842-3210**.
- Visit UHCprovider.com > Prior Authorization and Notification Resources.



Behavioral Health Services

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



Prescription Medications

[OptumRx.com](https://www.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

- covermy meds.com/epa/optumrx
- Call **800-711-4555**, option 1.
- Fax **800-527-0531**.

Injectable Drugs Prior Authorization Requests

- Call **800-711-4555**, option 2.



Routine Vision: UnitedHealthcare Vision

[spectera.com](https://www.spectera.com)

Call **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](https://www.uhc hearing.com)

Call **855-523-9355**.

Monday – Friday, 8 a.m. – 8 p.m. Central Time



Dental

[UHCdental.com](https://www.uhc dental.com)

Call **877-816-3596**.

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



Virtual Visits

Virtual Medical Visits

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

Virtual Mental Health Visits

- [VirtualVisitsMentalHealth.uhc.com](https://www.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](https://www.uhcprovider.com/guides).

If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at [UHCprovider.com/contactus](https://www.uhcprovider.com/contactus) > Find a Network Contact.



Referral Requests

Referrals may only be made to participating care providers. We don't accept referrals to out-of-network care providers. The primary care provider (PCP) should submit the referral by visiting [UHCprovider.com](https://www.uhcprovider.com) > Menu > Referrals. There may be multiple listings for the same physician. The specialist ID must match the last four digits of the specialist tax identification number (TIN). Referrals are effective immediately but may take up to two business days to be viewable in our system. Without a referral, the specialist's claim will be denied. Specialists should confirm that members have referrals before scheduling appointments. If the specialist determines the member needs to see another specialist or return for more visits, they should ask the PCP to make another referral. If you have questions about a referral, please call the number on the back of the member's ID card.



Benefits That Don't Require a Referral

Referrals are not required for:

- Services billed by a hospital or facility
- Radiology reads and lab services provided by a contracted laboratory
- Routine eye and hearing exams from a network care provider
- Routine eyeglasses or contact lenses or hearing aids

Referral Requests

Referrals may only be made to participating care providers. We don't accept referrals to out-of-network care providers.

The primary care provider (PCP) should submit the referral by visiting UHCprovider.com > Menu > Referrals.

There may be multiple listings for the same physician. The specialist ID must match the last four digits of the specialist tax identification number (TIN).

Referrals are effective immediately but may take up to two business days to be viewable in our system. Without a referral, the specialist's claim will be denied. Specialists should confirm that members have referrals before scheduling appointments.

If the specialist determines the member needs to see another specialist or return for more visits, they should ask the PCP to make another referral.

If you have questions about a referral, please call the number on the back of the member's ID card.



Benefits That Don't Require a Referral

Referrals are not required for:

- Services billed by a hospital or facility
- Radiology reads and lab services provided by a contracted laboratory
- Routine eye and hearing exams from a network care provider
- Routine eyeglasses or contact lenses or hearing aids
- Mental health and substance use disorder services with network behavioral health clinicians
- Medicare-covered preventive screening services
- Services rendered in any emergency room or network urgent care center
- Physician services for emergency or unscheduled admissions
- Skilled nursing care
- Durable medical equipment, home health care, prosthetic/orthotic devices, medical supplies, diabetic testing supplies or Medicare Part B drugs
- Services from inpatient consulting physicians
- Annual well-woman visits or mammograms
- Up to six podiatrist visits for routine and preventive foot care; referrals are required for treating medical conditions
- Services obtained under a UnitedHealthcare Passport benefit, which allows for services while traveling



2021 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

MedicareRx
 Prescription Drug Coverage

RxBIN: 610097
 RxPCN: 9999
 RxGrp: COS

[Referral Required]
 [AARP Medicare Advantage (HMO)]

Medicare National Network

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xx/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 [Fitness Benefit 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

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

H9999-999-999

MedicareRx
 Prescription Drug Coverage

RxBIN: 610097
 RxPCN: 9999
 RxGrp: COS

[AARP Medicare Advantage(PPO)]
 Medicare limiting charges apply.

Medicare National Network

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

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

MedicareRx
 Prescription Drug Coverage

RxBIN: 610097
 RxPCN: 9999
 RxGrp: COS

[Referral Required]
 [AARP Medicare Advantage (HMO)]

UNITED HEALTHCARE
PASSPORT

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xx/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 [Fitness Benefit 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. Members with the Medicare National Network logo will not need to activate Passport.



2021 Plan Overview

Plan Name and Type	Counties	Centers for Medicare & Medicaid Services (CMS) Contract	Group Number
<p>AARP® Medicare Advantage HMO-POS Referral Required</p>	<p>IL: Bond, Clinton, Jersey, Macoupin, Madison, Monroe, St. Clair MO: Crawford, Franklin, Gasconade, Jefferson, St. Charles, St. Louis, St. Louis City, Ste. Genevieve, Warren, Washington NEW 2021: St. Francois</p>	<p>H2802-028</p>	<p>55400</p>
<p>AARP® Medicare Advantage Patriot HMO-POS</p>	<p>NEW 2021: Bond, Clinton, Jersey, Macoupin, Madison, Monroe, St. Clair, Audrain, Barry, Bollinger, Boone, Callaway, Camden, Cape Girardeau, Christian, Cole, Cooper, Crawford, Dade, Dallas, Douglas, Franklin, Gasconade, Greene, Howard, Howell, Jasper, Jefferson, Laclede, Lawrence, Lincoln, McDonald, Maries, Miller, Moniteau, Montgomery, Morgan, Newton, Oregon, Osage, Ozark, Phelps, Pike, Polk, Pulaski, Ralls, Randolph, St. Charles, St. Francois, St. Louis, St. Louis City, Ste. Genevieve, Scott, Shannon, Stoddard, Stone, Taney, Texas, Warren, Washington, Wayne, Webster, Wright</p>	<p>H2802-050</p>	<p>72818</p>

<p>AARP® Medicare Complete Choice Plan 1 PPO</p>	<p>IL: Bond, Clinton, Jersey, Macoupin, Madison, Monroe St. Clair MO: Crawford, Franklin, Gasconade, Jefferson, St. Charles St. Louis, St. Louis City, Ste. Genevieve, Warren, Washington</p>	<p>H2228-030</p>	<p>55021</p>
<p>AARP® Medicare Advantage Walgreens PPO</p>	<p>IL: Bond, Clinton, Jersey, Macoupin, Madison, Monroe St. Clair MO: Crawford, Franklin, Gasconade, Jefferson, St. Charles St. Louis, St. Louis City, Ste. Genevieve, Warren, Washington</p>	<p>H2228-082</p>	<p>72746</p>
<p>UnitedHealthcare Medicare Advantage Assure PPO</p>	<p>NEW 2021: IL: Bond, Clinton, Jersey, Macoupin, Madison, Monroe St. Clair</p>	<p>H0271-019</p>	<p>67001</p>