

UnitedHealthcare Medicare Advantage Referral-Required Plans

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. Click Sign in to Link in the top right corner of UHCprovider.com, where 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 UnitedHealthcare Web Support 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** to:

- Confirm member eligibility and benefits
- Provide advance 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 Advance Notification

Request prior authorization and provide advance notification.

- Call **877-842-3210**.
- Visit UHCprovider.com/priorauth.



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

- 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.



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

[UHCaring.com](https://www.uhcaring.com)

Call **855-523-9355**.

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



Dental

[UHCdental.com](https://www.uhcdental.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)

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



Referrals Not Required

Referrals aren't required for facilities, ancillary providers or for certain services. Eligible services that don't require referrals:

- Any service provided by a network PCP or network physician participating under the same tax ID as the member's PCP
- Any service from a network OB-GYN, chiropractor, optometrist, ophthalmologist, optician, podiatrist, audiologist, oncologist, nutritionist or disease management and infectious disease specialist
- Services performed while in an observation setting
- Allergy immunotherapy injections
- Mental health or substance use services with behavioral health clinicians
- Any services from a pathologist or inpatient consulting physician, including hospitalists
- Any service from an anesthesiologist
- Services rendered in an emergency room, emergency ambulance or in a network urgent care center or convenience clinic
- Virtual visits
- Medicare-covered preventive services, kidney disease education or diabetes self-management training
- Routine annual physical exams, vision or hearing exams
- Any lab services or radiological testing service, excluding radiation therapy
- Durable medical equipment, home health, prosthetic/orthotic devices, medical supplies, diabetic testing supplies and Medicare Part B drugs
- Additional benefits that may be covered by some Medicare Advantage plans but are not covered by Medicare, such as hearing aids, routine eyewear, fitness membership or outpatient prescription drugs
- Services obtained while accessing the National Network* or when using UnitedHealth Passport®



2021 Medicare Advantage Sample ID Cards

AARP Medicare Advantage
from 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 X

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

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

AARP Medicare Advantage
from 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 X

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

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

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 when traveling.

*Individual Medicare Advantage plans with the Medicare National Network aren't currently available to residents of Alaska, Louisiana, Maryland and Wyoming. However, we're developing the network in those states and members of plans with the Medicare National Network may seek care from any contracted, participating care providers.

2021 Plan Overview

State	Plan Name and Type	Centers for Medicare & Medicaid Services (CMS) Contract	Counties
Arizona	AARP® Medicare Advantage (HMO)	H5253-036-000	Yavapai
Colorado	AARP® Medicare Advantage (HMO)	H6706-001-00	Boulder
Florida	AARP® Medicare Advantage (HMO-POS)	H1045-026-000	Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia
		H1045-028-000	Charlotte, Hernando, Hillsborough, Indian River, Lee, Manatee, Martin, Pasco, Pinellas, Polk, Sarasota, St. Lucie
		H1045-030-000	Brevard, Orange, Osceola, Seminole
		H1045-042-000	DeSoto, Hardee, Highlands
		H1045-043-000	Citrus, Levy
	AARP® Medicare Advantage (HMO)	H1045-033-000	Alachua, Columbia, Gilchrist, Hamilton, Lafayette, Suwannee
	AARP® Medicare Advantage Plan 2 (HMO)	H1045-034-000	Charlotte, Collier, Lee, Manatee, Sarasota
	AARP® Medicare Advantage Focus (HMO-POS)	H1045-036-000	Indian River, Martin, St. Lucie
		H1045-045-000	Hillsborough, Pasco, Pinellas, Polk
	UnitedHealthcare Medicare Advantage Walgreens (HMO C-SNP)	H1045-048-001 H1045-048-002 H1045-048-003 H1045-048-004	Brevard, Orange, Osceola, Seminole, Volusia
Charlotte, Collier, Lee, Manatee, Sarasota			
Citrus, Hernando, Hillsborough, Pasco, Pinellas, Polk			
Lake, Marion, Sumter			
Illinois	AARP® Medicare Advantage Access (HMO)	H2802-024-000	Cook, DuPage, Kane, Kendall, Lake, McHenry, McLean
	AARP® Medicare Advantage Plan 1 (HMO)	H2802-025-000	Cook, DeKalb, DuPage, Kane, Kankakee, Kendall, Lake, McHenry, Will
	AARP® Medicare Advantage Plan 2 (HMO)	H2802-026-000	Cook, DeKalb, DuPage, Kane, Kankakee, Kendall, Lake, McHenry, Will
Utah	AARP® Medicare Advantage Plan 2 (HMO)	H4604-011-000	Box Elder, Cache, Davis, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, Weber
	AARP® Medicare Advantage (HMO)	H4604-016-000	Iron, Washington
	UnitedHealthcare Medicare Advantage Assist (HMO C-SNP)	H4604-017-000	Box Elder, Cache, Davis, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, Weber
	AARP® Medicare Advantage Walgreens (HMO)	H4604-018-000	Box Elder, Cache, Davis, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, Weber

