

AARP® Medicare Advantage Plans in Alabama

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 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 > 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
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

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

Call **855-523-9355**, Monday – Friday, 8 a.m. – 8 p.m. Central Time.



Dental
UHCdental.com

Call **877-816-3596**, Monday – Friday, 7 a.m. – 10 p.m. Central Time.



Virtual Visits
Virtual Medical Visits

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

Virtual Mental Health Visits

- 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.

If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at UHCprovider.com/contactus > Find a Network Contact.



2021 Medicare Advantage Sample ID Cards

Members with the Medicare National Network logo will not need to activate Passport.

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 (HMO)

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

Part B Drugs

RxBIN: 610494
 RxPCN: 9999
 RxGrp: COS

AARP Medicare Advantage Patriot (HMO)
 Medicare limiting charges apply.

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

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

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

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

Referrals are not required.

Plan Name and Type	Counties	Centers for Medicare & Medicaid Services (CMS) Contract	Group Number
AARP® Medicare Advantage Plan 1 (HMO)	Colbert, Lauderdale, Lawrence, Limestone, Marshall, Morgan, Winston	H0432-001	04517, 04536, 04537, 04538
AARP® Medicare Advantage Plan 1 (HMO)	Barbour, Bullock, Coffee, Dale, Geneva, Henry, Houston	H0432-003	04513, 04540
AARP® Medicare Advantage Plan 2 (HMO)	Colbert, Lauderdale, Lawrence, Limestone, Marshall, Morgan, Winston	H0432-002	04515, 04539
AARP® Medicare Advantage Plan 2 (HMO)	Barbour, Bullock, Coffee, Dale, Geneva, Henry, Houston	H0432-004	04507, 04542
AARP® Medicare Advantage Plan 3 (HMO)	Autauga, Baldwin, Bibb, Blount, Chilton, Cullman, Escambia, Houston, Jefferson, Lowndes, Macon, Madison, Mobile, Montgomery, Russell, Shelby, St. Clair, Talladega, Walker	H2802-041	02171, 02173
AARP® Medicare Advantage Patriot (HMO)	Autauga, Baldwin, Barbour, Bibb, Blount, Bullock, Calhoun, Chilton, Clarke, Clay, Coffee, Colbert, Coosa, Covington, Cullman, Dale, Dallas, Elmore, Escambia, Geneva, Henry, Houston, Jefferson, Lauderdale, Lawrence, Limestone, Lowndes, Macon, Madison, Marshall, Mobile, Monroe, Montgomery, Morgan, Perry, Pike, Randolph, Russell, St. Clair, Shelby, Talladega, Tallapoosa, Walker, Winston	H0432-012	05007, 44010

AARP® Medicare Advantage Walgreens (HMO)	Baldwin, Blount, Calhoun, Cullman, Jefferson, Madison, Mobile, Shelby, St. Clair, Talladega, Walker	H0432-010	04556, 04557
AARP® Medicare Advantage Choice (PPO)	Baldwin, Barbour, Bullock, Clarke, Coffee, Covington, Dale, Escambia, Geneva, Henry, Houston, Monroe, Pike, Russell, Mobile	H6528-033	05004, 21816