

# Medicare Advantage PPO Plans in Arizona

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](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
- 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, 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](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 Advance Notification

Request prior authorization and provide advance notification.

- Call **877-842-3210**.
- Visit [UHCprovider.com](https://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

- [covermyeds.com/epa/optumrx](https://covermyeds.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://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://uhchearing.com)

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



## Dental

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

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



## Virtual Visits

### Virtual Medical Visits

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

### Virtual Mental Health Visits

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

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



## 2021 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

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

H9999-999-999

Payer ID: xxxxx

**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: 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]

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
<b>AARP® Medicare Advantage Walgreens Plan 1</b>	Maricopa	H2228-074	72738 17068 90021 92001
<b>AARP® Medicare Advantage Walgreens Plan 2</b>	Maricopa	H2228-077	72742 72743 92005 92006
<b>AARP® Medicare Advantage Walgreens Plan 3</b>	Maricopa	H2228-097	74061 92010
<b>AARP® Medicare Advantage Walgreens Plan 1</b>	Pima	H2228-075	72739 92002
<b>AARP® Medicare Advantage Walgreens Plan 2</b>	Pima	H2228-096	74060 92009
<b>AARP® Medicare Advantage Patriot</b>	Coconino, Gila, Greenlee, La Paz, Maricopa, Mohave, Pima, Yavapai, Yuma	H2228-095	74059 92008 92015
<b>AARP® Medicare Advantage Choice Plan 1</b>	Coconino, Gila, Greenlee, La Paz, Mohave, Yavapai, Yuma	H2228-076	72740 72741 92003 92004
<b>AARP® Medicare Advantage Choice Plan 2</b>	Coconino, Gila, Greenlee, La Paz, Mohave, Yavapai, Yuma	H2228-094	17075 90024 74058 92007
<b>UnitedHealthcare Medicare Advantage Assure</b>	Graham, Santa Cruz, Yavapai	H0271-008	77015
<b>AARP® Medicare Advantage</b>	Yavapai	H5253-036	16848 00318

<b>AARP® Medicare Advantage Plus (HMO-POS)</b>	Graham, Pima, Santa Cruz	H5253-035	16800 16838 90108 90109
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