

# UnitedHealthcare Medicare Advantage Plans in Maine

## 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.



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## 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](https://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.
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## 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.

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## 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.

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## Dental

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

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

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## 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.**

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## 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.

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## 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]

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**  
by **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**  
by **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**

Referrals are not required.

Plan Name and Type	Counties	Centers for Medicare & Medicaid Services (CMS) Contract	Group Number
<b>AARP® Medicare Advantage Choice Plan 1 (PPO)</b>	Androscoggin, Cumberland, Franklin, Kennebec, Knox, Lincoln, Oxford, Sagadahoc, Waldo, York	H2001-001	35036/35039
<b>AARP® Medicare Advantage Choice Plan 2 (PPO)</b>	Androscoggin, Cumberland, Franklin, Kennebec, Knox, Lincoln, Oxford, Sagadahoc, Waldo, York	H2001-010	35038/35043
<b>AARP® Medicare Advantage Choice Plan 3 (PPO)</b>	Androscoggin, Cumberland, Franklin, Kennebec, Knox, Lincoln, Oxford, Sagadahoc, Waldo, York	H2001-019	35045
<b>UnitedHealthcare® Dual Complete (PPO D-SNP)</b>	Androscoggin, Cumberland, Franklin, Kennebec, Knox, Lincoln, Oxford, Sagadahoc, Waldo, York	H0271-006	44500
<b>AARP® Medicare Advantage Choice Plan 1 (PPO)</b>	Aroostook, Hancock, Penobscot, Piscataquis, Somerset, Washington	H2001-018	17067/35044
<b>UnitedHealthcare® Dual Complete (PPO D-SNP)</b>	Aroostook, Hancock, Penobscot, Piscataquis, Somerset, Washington	H0271-020	44508
<b>AARP® Medicare Advantage Choice (Regional PPO)</b>	Statewide – ME, NH	R5329-001	00800/00804