

# UnitedHealthcare AARP® Medicare Advantage—PPO Plans in Minnesota

## 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

- [covermymeds.com/epa/optumrx](https://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) [\[virtuwell.com\]](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.



## 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]

PCP Name: **SAMPLE, M.D., PROVIDER**  
PCP Phone: (999) 999-9999

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

H9999-999-999

Payer ID: xxxxx

**Medicare Rx**  
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

### Tiered Provider copay example

**AARP Medicare Advantage**  
UnitedHealthcare

Health Plan (80840): **911-87726-04**  
Member ID: 999999999-00 Group Number: 52011

Member: **SAMPLE A MEMBER** [UHC Dental Benefits]

PCP Name: **SMITH, M.D., JANET**  
PCP Phone: (888) 555-1212

Copay: PCP \$0 / 10  
Spec \$30 / 40

H7404-002-000

Payer ID: 87726

**Medicare Rx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

AARP Medicare Advantage Lakeshore (PPO)  
Medicare limiting charges apply.

UNITED HEALTHCARE **PASSPORT**

X162917961700001

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 09/17/2020

**For Members**  
Website: www.myAARPMedicare.com  
Customer Service: 1-844-867-3487 TTY 711  
NurseLine: 1-877-365-7949 TTY 711  
Behavioral Health: 1-800-985-2596 TTY 711  
Dental: 1-844-867-3487 TTY 711

**For Providers** www.UHCprovider.com 1-877-842-3210  
Medical Claim Address: P.O. Box 31362, Salt Lake City, UT 84131-0362

UHC Dental Providers: www.UHCdental.com 1-877-816-3596

**UHC Renew Active** [NO Referral Required]

For Pharmacists 1-877-889-6510  
Pharmacy Claims OptumRx P.O. Box 650287, Dallas, TX 75265-0287

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 Headwaters-PPO</b>	Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Washington, Wright	H7404-001	52009 52010
<b>AARP® Medicare Advantage Lakeshore-PPO</b>	Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Washington, Wright	H7404-002	52011
<b>AARP® Medicare Advantage Premier-PPO</b>	Aitkin, Anoka, Becker, Beltrami, Benton, Blue Earth, Brown, Carlton, Carver, Cass, Chisago, Clay, Clearwater, Crow Wing, Dakota, Douglas, Faribault, Freeborn, Goodhue, Grant, Hennepin, Hubbard, Isanti, Itasca, Kanabec, Koochiching, Le Sueur, Lincoln, McLeod, Meeker, Mille Lacs, Morrison, Nicollet, Otter Tail, Pine, Pipestone, Polk, Ramsey, Rice, Rock, St. Louis, Scott, Sibley, Steele, Wabasha, Wadena, Waseca, Washington, Winona, Wright	H7404-004	52013
<b>AARP® Medicare Advantage Headwaters-PPO</b>	Aitkin, Becker, Beltrami, Benton, Carlton, Cass, Clay, Clearwater, Crow Wing, Douglas, Grant, Hubbard, Itasca, Kanabec, Koochiching, Meeker, Mille Lacs, Morrison, Otter Tail, Pine, Polk, St. Louis, Wadena	H7404-005	52014 52015
<b>AARP® Medicare Advantage Lakeshore - PPO</b>	Aitkin, Becker, Beltrami, Benton, Carlton, Cass, Clay, Clearwater, Crow Wing, Douglas, Grant, Hubbard, Itasca, Kanabec, Koochiching, Meeker, Mille Lacs, Morrison, Otter Tail, Pine, Polk, St. Louis, Wadena	H7404-006	52016

<b>AARP® Medicare Advantage Headwaters-PPO</b>	Blue Earth, Brown, Faribault, Freeborn, Goodhue, Le Sueur, Lincoln, McLeod, Nicollet, Pipestone, Rice, Rock, Sibley, Steele, Wabasha, Waseca, Winona	H7404-011	72774 72775
<b>AARP® Medicare Advantage Lakeshore-PPO</b>	Blue Earth, Brown, Faribault, Freeborn, Goodhue, Le Sueur, Lincoln, McLeod, Nicollet, Pipestone, Rice, Rock, Sibley, Steele, Wabasha, Waseca, Winona	H7404-012	72776
<b>AARP® Medicare Advantage Riverbank-PPO</b>	Anoka, Carver, Chisago, Dakota, Hennepin, Isanti, Ramsey, Scott, Washington, Wright	H7404-014	72777
<b>AARP® Medicare Advantage Patriot-PPO</b>	Aitkin, Anoka, Becker, Beltrami, Benton, Blue Earth, Brown, Carlton, Carver, Cass, Chisago, Clay, Clearwater, Crow Wing, Dakota, Douglas, Faribault, Freeborn, Goodhue, Grant, Hennepin, Hubbard, Isanti, Itasca, Kanabec, Koochiching, Le Sueur, Lincoln, McLeod, Meeke, Mille Lacs, Morrison, Nicollet, Otter Tail, Pine, Pipestone, Polk, Ramsey, Rice, Rock, St. Louis, Scott, Sibley, Steele, Wabasha, Wadena, Waseca, Washington, Winona, Wright	H7404-015	74076