

UnitedHealthcare Medicare Advantage Administrative Changes in Indiana

For members with certain PCPs

Some administrative tasks will change for dates of service starting Jan. 1, 2021.

WellMed Medical Management, an affiliate of UnitedHealthcare, manages administrative services for UnitedHealthcare Medicare Advantage members with a primary care provider contracted with American Health Network (AHN) or Suburban Health Organization (SHO). For the plans included in this guide, WellMed administers these administrative services:

- Claim processing and reconsiderations
- Hospital admission notifications
- Prior authorization requests
- Utilization management requests

WellMed isn't a health plan. It's a physician-led, patient-focused health care delivery system. WellMed is part of Optum, a UnitedHealth Group company. You can find more information about WellMed at wellmedhealthcare.com.

2021 Plan Overview

Members of these plans may have a PCP contracted with AHN or SHO. Please reach out to your Network Contract Manager or your Provider Advocate to help determine which PCPs are SHO PCPs.

Plan Name and Type	Centers for Medicare & Medicaid Services (CMS) Contract	Group Numbers
AARP® Medicare Advantage Choice (PPO)	H2228-022, 064, 065, 066	67034, 90101, 90102, 90103, 90105, 90106
AARP® Medicare Advantage Choice Plan 1 (PPO)	H2228-019, 021	67030, 67026
AARP® Medicare Advantage Choice Plan 2 (PPO)	H2228-080, 081	90126, 90127, 90128
AARP® Medicare Advantage Patriot (PPO)	H2228-091	90022, 90041
AARP® Medicare Advantage Choice Premier (PPO)	H2228-092	90023, 90042
AARP® Medicare Advantage Focus (PPO)	H2228-020	74000
AARP® Medicare Advantage Plan 1 and Plan 2 (HMO-POS)	H2802-008, 010, 012, 015, 016, 018, 020	00744, 00745, 00748, 00749, 00750, 00751, 00754, 00755, 00756, 00758, 00759, 00761, 00762
AARP® Medicare Advantage Profile (HMO-POS)	H2802-007	00746, 00747
UnitedHealthcare Dual Complete® (PPO D-SNP)	H0271-005	90006

WellMed Referral, Notification/Prior Authorization and Claims



Standard prior authorization and admission notification requirements still apply. Requirements are in the UnitedHealthcare Administrative Guide at [UHCprovider.com/guides](https://www.uhcprovider.com/guides) and at [UHCprovider.com/priorauth](https://www.uhcprovider.com/priorauth). Care providers can check the status of utilization management requests at eprg.wellmed.net.

Submit prior authorization requests

For members with an AHN or SHO PCP, submit prior authorization or notification request at least 14 days before the planned date of service. WellMed will contact the requesting care provider after making a decision.

- **Phone:** Call Provider Utilization Management at **877-757-4440**, available 24/7.
- **Fax:** 866-322-7276
- **Online:** Use the eProvider Resource Gateway at eprg.wellmed.net.



Submit claims to WellMed

- **Electronic Data Interchange (EDI):** Use payer ID WELM2 or your clearinghouse's WellMed ID.
- **Mail:** WellMed Claims, P.O. Box 30508, Salt Lake City, UT 84130-0508

To check the status of your claims submission, contact WellMed at claimshelpdesk@wellmed.net, sign in to eprg.wellmed.net or call **800-550-7691**.



Submit inpatient notification

Please notify WellMed of hospital inpatient admissions no later than one business day after admission by calling **877-490-8982** or faxing 877-757-8885.



Member ID Cards

The member's ID will have the payer ID **WELM2** or have eprg.wellmed.net listed as the care provider contact.

AARP Medicare Advantage
UnitedHealthcare

Health Plan (99999): **999-99999-99**
Member ID: 999999999 Group Number: XXXXX

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

PCP Name: **SAMPLE, M.D., PROVIDER** (Payer ID: **WELM2**)
PCP Phone: (999) 999-9999

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

H9999-999-999

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGp: COS

AARP Medicare Advantage Choice (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 (<https://eprg.wellmed.net>) 1-800-550-7691
Medical Claim Address: P.O. Box 30508 Salt Lake City, UT 84130-0508
Provider Authorizations: 1-877-757-4440
[UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

UHC Renew Active

For Pharmacists 1-999-999-9999
Pharmacy Claims OptumRx P.O. Box 99999, Healthcare, US 99999-9999

AARP Medicare Advantage
UnitedHealthcare

Health Plan (99999): **999-99999-99**
Member ID: 999999999 Group Number: XXXXX

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

PCP Name: **SAMPLE, M.D., PROVIDER** (Payer ID: **WELM2**)
PCP Phone: (999) 999-9999

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

H9999-999-999

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGp: COS

AARP Medicare Advantage Plan 1 (HMO-POS)

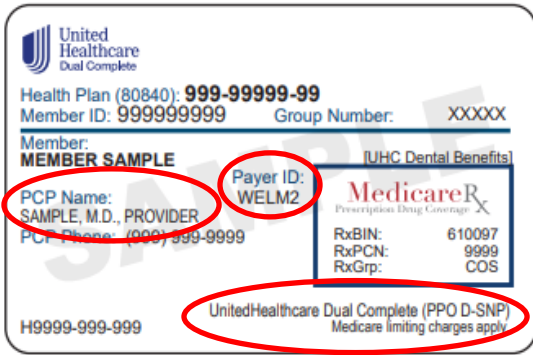
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Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.

We're here to help you

If you have questions, please contact your Physician Advocate or Network Contract Manager. You can find your local contacts listed at UHCprovider.com > Contact Us > [Network Contacts](#).