

# 2021 Florida UnitedHealthcare Medicare Advantage Plans

## Quick Reference Guide

This guide provides contact information, prior authorization requirements and other general information to help you and your practice when providing care for UnitedHealthcare Medicare Advantage health maintenance organization (HMO), preferred provider organization (PPO) and HMO-point of service (HMO-POS) members.



### 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. With 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, from 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 care coordination notifications
- Check claims status
- Request prior authorizations
- Update facility/practice data
- Submit an appeal request



**Tip:** You can go online to get much of this information and submit transactions. Learn more at [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 Care Coordination Notifications

- **Electronic:** Use the Prior Authorization and Notification tool on Link. Learn more and sign in at [UHCprovider.com/paan](https://UHCprovider.com/paan)
- **Phone:** Call **877-842-3210**



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## 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

- Online [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
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## Referral Requests (if required)

Referrals are accepted to network physicians only. The member's primary care provider (PCP) should submit and check the status of the referral online. You can use the referralLink tool on Link to submit and confirm referral requests. To access referralLink, go to [UHCprovider.com/referralLink](https://UHCprovider.com/referralLink)

Referrals may take up to two business days to update in the system. If the specialist determines the member needs to see another specialist or return for more visits, they should contact the PCP to request the referral.

- When you're searching for a specialist, they may be listed multiple times in the request system. Match the specialist ID to the last four digits of the specialist tax ID number (TIN).
- When there's no referral, the specialist's claim will be denied.

If you have questions about a referral, please call the Provider Services number on the member's ID card.

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## Services That Don't Require a Referral

The following services don't require a referral:

- Allergy immunotherapy
  - Any laboratory or radiological testing series, excluding radiation therapy
  - Any service provided by a network PCP
  - Any service provided by a network care provider participating under the same TIN as the member's assigned PCP
  - Any service provided by a network OB-GYN, chiropractor, optometrist, ophthalmologist, optician, podiatrist, audiologist, oncologist, nutritionist, disease management or infectious disease specialist
  - Any services provided by a pathologist or anesthesiologist, excluding office-based or pain management services, and any inpatient consulting care providers, including hospitalists
  - Durable medical equipment, home health, prosthetic/orthotic devices, medical supplies, diabetic testing supplies or Medicare Part B drugs
  - Medicare-covered preventive services, kidney disease education or diabetes self-management training
  - Mental health or substance use services with behavioral health clinicians
  - Routine annual physical, vision or hearing exams
  - Services obtained under a UnitedHealth Passport® benefit, which allows for services while traveling services performed in an observation setting
  - Services provided in an emergency room, emergency ambulance or in a network urgent care center, convenience clinic or virtual visit
  - Additional coverage that may be included by some Medicare Advantage plans, but aren't covered by Medicare, such as hearing aids, routine eyewear, fitness membership or outpatient prescription drugs
  - Virtual visits
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## Behavioral Health Services

Please refer to the member's ID card for their behavioral health provider phone number.

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**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

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**Routine Hearing: UnitedHealthcare Hearing**

[UHChearing.com](https://UHChearing.com)

Call **855-523-9355**

Monday – Friday, 8 a.m. – 8 p.m. Central Time

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**Virtual Medical Visits**

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

**Virtual Mental Health Visits:** Members have access to virtual mental health visits through Optum Behavioral Health at [VirtualVisitsMentalHealth.uhc.com](https://VirtualVisitsMentalHealth.uhc.com)

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**UnitedHealth Passport Travel Benefit**

The UnitedHealth Passport travel benefit allows eligible members to receive non-emergency covered services at the in-network copayment or coinsurance when traveling outside their home service area. Services include preventive care and optional supplemental benefits for up to nine consecutive months of travel.

Members of referral-required plans do not need referrals when using services under Passport. Members must activate their Passport coverage by calling the Member Services number on their UnitedHealthcare member ID card.

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**WellMed PCP**

If a member selects a WellMed-delegated PCP, please submit all referrals, claims and prior authorizations through the eProvider Resource Gateway (EPRG) as listed on the member's ID card. WellMed Network of Florida, Inc. and WellMed Medical Management, Inc. are UnitedHealthcare affiliates. Members have access to the UnitedHealthcare state-wide network of specialists, ancillary care providers and hospitals.

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**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.

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## 2021 Medicare Advantage Sample ID Cards

**AARP Medicare Advantage**  
UnitedHealthcare

**UNITHALTHCARE**  
**PASSPORT**

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

[Referral Required]  
AARP Medicare Advantage (HMO)

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xx/xx/xxxx


**For Members**  
Website: [www.MEMBERURL.com](http://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](http://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](http://www.DENTALURL.com) 1-999-999-9999]

**UHC** [Fitness Benefit Logo] [Network Logo]

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

**AARP Medicare Advantage**  
UnitedHealthcare

 Medicare National Network

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: xx/xx/xxxx

**For Members**  
Website: [www.MEMBERURL.com](http://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](http://www.PROVIDERURL.com) 1-999-999-9999  
Medical Claim Address: P.O. Box 99999, Healthcare, US 99999-9999

[UHC Dental Providers: [www.DENTALURL.com](http://www.DENTALURL.com) 1-999-999-9999]

**UHC** [Fitness Benefit Logo] [No Referral Logo] [Network 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 Medicare Advantage Florida Membership Plans

### Plans Requiring Referrals

Plan Name and Type	Group Number	Network Copay	Florida Counties	CMS Contract
AARP® Medicare Advantage (HMO-POS) Referrals Required	82995 82980*	PCP: \$0 Specialist: \$25	Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia	H1045-026
AARP® Medicare Advantage (HMO-POS) Referrals Required	80000 82958*	PCP: \$0 Specialist: \$35	Charlotte, Hernando, Hillsborough, Indian River, Lee, Manatee, Martin, Pasco, Pinellas, Polk, Sarasota, St. Lucie	H1045-028
AARP® Medicare Advantage (HMO-POS) Referrals Required	82037 82960*	PCP: \$0 Specialist: \$20	Brevard, Orange, Osceola, Seminole	H1045-030
AARP® Medicare Advantage (HMO) Referrals Required	82951 82969*	PCP: \$0 Specialist: \$20	Alachua, Columbia, Gilchrist, Hamilton, Lafayette, Suwannee	H1045-033
AARP® Medicare Advantage Plan 2 (HMO) Referrals Required	82953 82962*	PCP: \$0 Specialist: \$20	Charlotte, Collier, Lee, Manatee, Sarasota	H1045-034
AARP® Medicare Advantage Focus (HMO-POS) Referrals Required	70340 82970*	PCP: \$0 Specialist: \$25	Indian River, Martin, St. Lucie	H1045-036
AARP® Medicare Advantage (HMO-POS) Referrals Required	82984 82977*	PCP: \$0 Specialist: \$20	DeSoto, Hardee, Highlands	H1045-042
AARP® Medicare Advantage (HMO-POS) Referrals Required	82985 82978*	PCP: \$0 Specialist: \$25	Citrus, Levy	H1045-043
AARP® Medicare Advantage Focus (HMO-POS) Referrals Required	82126 70341*	PCP: \$0 Specialist: \$20	Hillsborough, Pasco, Pinellas, Polk	H1045-045
UnitedHealthcare® Medicare Advantage Walgreens (HMO C-SNP) Referrals Required	82989 95115*	PCP: \$0 Specialist: \$25	Brevard, Orange, Osceola, Seminole, Volusia	H1045-048- 001
UnitedHealthcare® Medicare Advantage Walgreens (HMO C-SNP) Referrals Required	82987 95116*	PCP: \$0 Specialist: \$20	Charlotte, Collier, Lee, Manatee, Sarasota	H1045-048- 002
UnitedHealthcare® Medicare Advantage Walgreens (HMO C-SNP) Referrals Required	82988 95117*	PCP: \$0 Specialist: \$20	Citrus, Hernando, Hillsborough, Pasco, Pinellas, Polk	H1045-048- 003
UnitedHealthcare® Medicare Advantage Walgreens (HMO C-SNP) Referrals Required	82986 95118*	PCP: \$0 Specialist: \$35	Lake, Marion, Sumter	H1045-048- 004

\*Groups delegated through WellMed

### No Referrals Required Plans

Plan Name and Type	Group Number	Network Copay	Florida Counties	CMS Contract
UnitedHealthcare® The Villages® Medicare Advantage (HMO) No Referrals Required	82943 82940*	PCP: \$0 Specialist: \$40	Lake, Marion, Sumter	H1045-025
AARP® Medicare Advantage (HMO-POS) No Referrals Required	82949	PCP: \$0 Specialist: \$25	Escambia, Okaloosa, Santa Rosa	H1045-031
AARP® Medicare Advantage (HMO-POS) No Referrals Required	82950	PCP: \$0 Specialist: \$30	Bay, Walton	H1045-032
AARP® Medicare Advantage (HMO-POS) No Referrals Required	82976	PCP: \$0 Specialist: \$25	Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	H1045-041
AARP® Medicare Advantage Choice (PPO) No Referrals Required	80189	PCP: \$5 Specialist: \$40	Bay, Escambia, Okaloosa, Santa Rosa, Walton	H2406-008
AARP® Medicare Advantage Choice (PPO) No Referrals Required	80191 80194*	PCP: \$10 Specialist: \$35	Charlotte, Collier, Glades, Hendry, Lee, Manatee, Sarasota	H2406-009
AARP® Medicare Advantage Choice (PPO) No Referrals Required	80188 80192*	PCP: \$5 Specialist: \$35	Brevard, Orange, Osceola, Seminole	H2406-010
AARP® Medicare Advantage Choice (PPO) No Referrals Required	80190 80193*	PCP: \$5 Specialist: \$35	Hernando, Hillsborough, Pasco, Pinellas, Polk	H2406-011
AARP® Medicare Advantage Choice (PPO) No Referrals Required	82127	PCP: \$5 Specialist: \$35	Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	H2406-012
AARP® Medicare Advantage Choice (PPO) No Referrals Required	82130 70342*	PCP: \$5 Specialist: \$35	Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia	H2406-013
AARP® Medicare Advantage Choice (PPO) No Referrals Required	82131 70343*	PCP: \$5 Specialist: \$35	Alachua, Baker, Bradford, Columbia, Hamilton, Lafayette, Suwannee, Union	H2406-014
AARP® Medicare Advantage Choice (PPO) No Referrals Required	82132 70344*	PCP: \$5 Specialist: \$35	Citrus, Levy	H2406-015
AARP® Medicare Advantage Choice (PPO) No Referrals Required	82133 70345*	PCP: \$5 Specialist: \$40	Lake, Marion, Sumter	H2406-016
AARP® Medicare Advantage Choice (PPO) No Referrals Required	82134 70346*	PCP: \$5 Specialist: \$35	Indian River, Martin, Okeechobee, St. Lucie	H2406-017
AARP® Medicare Advantage Choice (PPO) No Referrals Required	82135 70347*	PCP: \$0 Specialist: \$35	Broward, Miami-Dade, Palm Beach	H2406-018
AARP® Medicare Advantage Choice (PPO) No Referrals Required	82136 70348*	PCP: \$10 Specialist: \$35	DeSoto, Hardee, Highlands	H2406-019
AARP® Medicare Advantage Choice Plan 2 (Regional PPO) No Referrals Required	72809 72811*	PCP: \$10 Specialist: \$50	Statewide: All Florida Counties	R0759-001
AARP® Medicare Advantage Patriot (Regional PPO) No Referrals Required	72812 72790*	PCP: \$10 Specialist: \$50	Statewide: All Florida Counties	R0759-002

\*Groups delegated through WellMed