

AARP® Medicare Advantage Plans in Ohio

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 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
- Watch videos on-demand in UHC On Air
- Submit and check referral status

If you have questions, visit 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 through 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. To learn more, please go to 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.

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

Request prior authorization and provide care coordination notifications.

- Call **877-842-3210**.
- Visit UHCprovider.com > [Prior Authorization and Notification Resources](#)



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

- covermy meds.com/epa/optumrx
- Call **800-711-4555**, option 1.
- Fax **800-527-0531**.

Injectable Drugs Prior Authorization Requests

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- Call **800-711-4555**, option 2.
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Behavioral Health Services

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



Routine Vision: UnitedHealthcare Vision

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

Call **855-523-9355**.

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



Dental

UHCdental.com

Call **877-816-3596**.

Monday – Friday, 7 a.m. – 10 p.m. Central Time



Virtual Visits

Virtual Medical Visits

- amwell.com
- Members have access to virtual medical visits 24/7 with American Well at amwell.com.

Virtual Mental Health Visits

- 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.

If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at UHCprovider.com > Contact Us > Network Contacts.



2021 Medicare Advantage Sample ID Cards

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

AARP Medicare Advantage
UnitedHealthcare

Health Plan (99999): **999-99999-99**
Member ID: 999999999-00 Group Number: XXXXX

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

Payer ID: xxxxxx

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

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

H9999-999-999 [AARP Medicare Advantage (HMO)]

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

[Referral Required]

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

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

AARP Medicare Advantage
UnitedHealthcare

Health Plan (99999): **999-99999-99**
Member ID: 999999999-00 Group Number: XXXXX

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

Payer ID: xxxxxx

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

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

H9999-999-999 [AARP Medicare Advantage(PPO)]
Medicare limiting charges apply.

MedicareRx
Prescription Drug Coverage

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Members with the Medicare National Network logo will not need to activate Passport.

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UnitedHealthcare

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2021 AARP® Medicare Advantage Plans

Referrals are not required.

Plan Name and Type	Counties	CMS (Centers for Medicare & Medicaid Services) Contract	Group Number
AARP® Medicare Advantage Plan 1 (HMO)	Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Fulton, Geauga, Hancock, Lake, Lorain, Lucas, Mahoning, Medina, Ottawa, Portage, Seneca, Stark, Summit, Trumbull, Tuscarawas, Wayne, Wood	H5253-050	10102
AARP® Medicare Advantage Plan 2 (HMO)	Delaware, Fairfield, Fayette, Franklin, Licking, Madison, Marion, Morrow, Muskingum, Pickaway, Richland, Union	H5253-109-001	10339
AARP® Medicare Advantage Plan 2 (HMO)	KY: Boone, Campbell, Grant, Kenton, Pendleton OH: Brown, Butler, Champaign, Clark, Clermont, Clinton, Greene, Hamilton, Miami, Montgomery, Pike, Preble, Ross, Warren	H5253-109-002	10055 10326
AARP® Medicare Advantage Plan 3 (HMO)	KY: Boone, Campbell, Grant, Kenton, Pendleton OH: Ashland, Ashtabula, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Cuyahoga, Delaware, Fairfield, Fayette, Franklin, Fulton, Geauga, Greene, Hamilton, Hancock, Lake, Licking, Lorain, Lucas, Madison, Mahoning, Marion, Medina, Miami, Montgomery, Morrow, Muskingum, Ottawa, Pickaway, Pike, Portage, Preble, Richland, Ross, Seneca, Stark, Summit, Trumbull, Tuscarawas, Union, Warren, Wayne, Wood	H5253-051	10792
AARP® Medicare Advantage Plan 5 (HMO)	Delaware, Fairfield, Fayette, Franklin, Licking Madison, Marion, Morrow, Muskingum, Pickaway, Richland, Union	H5253-062	10803
AARP® Medicare Advantage Plan 6 (HMO)	KY: Boone, Campbell, Grant, Kenton, Pendleton OH: Brown, Butler, Champaign, Clark, Clermont, Clinton, Greene, Hamilton, Miami, Montgomery, Pike, Preble, Ross, Warren	H5253-052	10304 10306 10784 10785
AARP® Medicare Advantage Plan 7 (HMO)	Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Fulton, Geauga, Hancock, Lake, Lorain, Lucas, Mahoning, Medina, Ottawa, Portage, Seneca, Stark, Summit, Trumbull, Tuscarawas, Wayne, Wood	H5253-049	10788
AARP® Medicare Advantage Choice (PPO)	Fulton, Lucas, Ottawa, Seneca, Wood	H8768-006	19001 19002
AARP® Medicare Advantage Choice (PPO)	Delaware, Fairfield, Fayette, Franklin, Licking Madison, Marion, Morrow, Muskingum, Pickaway; Richland, Union	H8768-007	19003
AARP® Medicare Advantage Patriot (PPO)	KY: Boone, Campbell, Kenton OH: Ashland, Ashtabula, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Cuyahoga, Delaware, Fairfield, Fayette, Franklin, Fulton, Geauga, Greene, Hamilton, Lake, Licking, Lorain, Lucas, Madison, Mahoning, Marion, Medina, Miami, Montgomery, Morrow, Muskingum, Ottawa, Pickaway, Pike, Portage, Preble, Richland, Ross, Seneca, Stark, Summit, Trumbull, Tuscarawas, Union, Warren, Wayne, Wood	H8768-021	74082 16914
AARP® Medicare Advantage Walgreens (PPO)	Ashland, Ashtabula, Carroll, Columbiana, Cuyahoga, Geauga, Lake, Lorain, Mahoning, Medina, Portage, Stark, Summit, Trumbull, Tuscarawas, Wayne	H8768-014	72782 72783

AARP® Medicare Advantage Walgreens (PPO)	KY: Boone, Campbell, Kenton OH: Brown, Butler, Champaign, Clark, Clermont, Clinton, Greene, Hamilton, Miami, Montgomery, Pike, Preble, Ross, Warren	H8768-015	72784 72785 72786 72787
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