

Medicare Advantage plans in Tennessee and Southwest Virginia

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
- 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 – Friday.



Provider Services

Call us at **877-842-3210** to:

- Confirm member eligibility and benefits
- Provide advance 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 Advance Notifications

Request prior authorization and provide advance notifications.

- Call **877-842-3210**.
- Visit 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
- 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
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

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

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
AARP® Medicare Advantage Plan 1 HMO	Anderson, Bledsoe, Blount, Bradley, Campbell, Carter, Claiborne, Cocke, Cumberland, Grainger, Greene, Hamblen, Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, McMinn, Marion, Meigs, Monroe, Morgan, Polk, Putnam, Rhea, Roane, Scott, Sequatchie, Sevier, Sullivan, Unicoi, Union, Van Buren, Warren, Washington, White, Bland, Bristol City, Buchanan, Dickenson, Grayson, Lee, Norton City, Russell, Smyth, Tazewell, Wise, Wythe	H5253-047	XX
AARP® Medicare Advantage Plan 2 HMO	Anderson, Bledsoe, Blount, Bradley, Campbell, Carter, Claiborne, Cocke, Cumberland, Grainger, Greene, Hamblen, Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, McMinn, Marion, Meigs, Monroe, Morgan, Polk, Putnam, Rhea, Roane, Scott, Sequatchie, Sevier, Sullivan, Unicoi, Union, Van Buren, Warren, Washington, White, Bland, Bristol City, Buchanan, Dickenson, Grayson, Lee, Norton City, Russell, Smyth, Tazewell, Wise, Wythe	H5253-048	XX
AARP® Medicare Advantage Plan 1 HMO	Fayette, Hardeman, Haywood, McNairy, Madison, Shelby	H5253-081	XX
AARP® Medicare Advantage Plan 2 HMO	Fayette, Hardeman, Haywood, McNairy, Madison, Shelby	H5253-082	XX
AARP® Medicare Advantage Plan 1 HMO	Cannon, Cheatham, Davidson, DeKalb, Dickson, Hickman, Jackson, Lawrence, Lewis, Macon, Maury, Robertson, Rutherford, Smith, Sumner, Trousdale, Wayne, Williamson, Wilson	H5253-083	XX
AARP® Medicare Advantage Plan 2 HMO	Cannon, Cheatham, Davidson, DeKalb, Dickson, Hickman, Jackson, Lawrence, Lewis, Macon, Maury, Robertson, Rutherford, Smith, Sumner, Trousdale, Wayne, Williamson, Wilson	H5253-084	XX
AARP® Medicare Advantage Patriot MAO	Anderson, Bledsoe, Blount, Bradley, Campbell, Cannon, Carter, Cheatham, Claiborne, Cocke, Cumberland, Davidson, DeKalb, Dickson, Fayette, Grainger, Greene, Hamblen, Hamilton, Hancock, Hardeman, Hawkins, Haywood, Hickman, Jackson, Jefferson, Johnson, Knox, Lawrence, Lewis, Loudon, McMinn, McNairy, Macon, Madison, Marion, Maury, Meigs, Monroe, Morgan, Polk, Putnam, Rhea, Roane, Robertson, Rutherford, Scott, Sequatchie, Sevier, Shelby, Smith, Sullivan, Sumner, Trousdale, Unicoi, Union, Van Buren, Warren, Washington, Wayne, White, Williamson, Wilson, Bland, Bristol City, Buchanan, Dickenson, Grayson, Lee, Norton City, Russell, Smyth, Tazewell, Wise, Wythe	H5253-113-000	XX

Plan Name and Type	Counties	Centers for Medicare & Medicaid Services (CMS) Contract	Group Number
AARP® Medicare Advantage Walgreens PPO	Cannon, Cheatham, Davidson, DeKalb, Dickson, Hickman, Jackson, Lawrence, Lewis, Macon, Maury, Robertson, Rutherford, Smith, Sumner, Trousdale, Wayne, Williamson, Wilson	H2577-007	XX
AARP® Medicare Advantage Walgreens PPO	Fayette, Hardeman, Haywood, McNairy, Madison, Shelby	H2577-008	XX
UnitedHealthcare Medicare Advantage Choice PPO	Bledsoe, Cumberland, Marion, Putnam, Rhea, Sequatchie, Van Buren, Warren, White	H2577-020	XX