

AARP® Medicare Advantage HMO and PPO Plans in Washington

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

For plans with **WEST** on the back of the member's ID card, call us at **888-866-8297**.

For plans with **UHC** on the back of the member's ID card, call us at **877-842-3210**.

- Confirm member eligibility and benefits
- Provide advance notification
- Check claims status
- Request prior authorization
- Update facility/practice data
- Submit an appeal request

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.



Tip: You can go online to get much of this information and submit transactions. To learn more, please go to UHCprovider.com/link.



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 Notification

Request prior authorization and provide advance notification.

For plans with **WEST** on the back of the member's ID card, call us at **888-866-8297**.

For plans with UHC on the back of the member's ID card, call us at 877-842-3210.

Visit [UHCprovider.com](https://www.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.



Hearing Aids: UnitedHealthcare Hearing

For plans offering hearing aids covered through UnitedHealthcare Hearing, members must receive hearing aids from a UnitedHealthcare Hearing network provider. Contact UnitedHealthcare Hearing directly with any questions.

[UHChearing.com](https://www.uhc hearing.com)

Call **855-523-9355**, Monday – Friday, 8 a.m. – 8 p.m. Central Time.



Dental

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

The additional telehealth benefit also covers local in-network care providers who choose to offer Virtual Visits. Members can connect with one of the care providers in their primary medical group using that group's telemedicine technology.

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.

If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at UHCprovider.com/contactus > Find a Network Contact.



2021 Medicare Advantage Sample ID Cards

AARP® Medicare Advantage HMO Plans:

AARP Medicare Advantage
UnitedHealthcare

Health Plan (80840): **911-87726-04**
Member ID: 999999999-01 Group Number: XXXXXX

Member: **SAMPLE A MEMBER** PLAN CODE: XXX
[UHC Dental Benefits]

Payer ID: xxxxx

PCP Name: **SAMPLE, M.D., PROVIDER**
PCP Phone: (999) 999-9999
[FACILITY NAME]
Copay: PCP \$XX ER \$XX
Spec \$XX

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: MPDLCE1N

AARP Medicare Advantage (HMO)
H9999-999-999

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]
WEST

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

AARP® Medicare Advantage Walgreens (HMO) Plans:

AARP Medicare Advantage
UnitedHealthcare

Health Plan (80840): **911-87726-04**
Member ID: 999999999-01 Group Number: XXXXXX

Member: **SAMPLE A MEMBER** PLAN CODE: XXX
[UHC Dental Benefits]

Payer ID: xxxxx

PCP Name: **SAMPLE, M.D., PROVIDER**
PCP Phone: (999) 999-9999
[FACILITY NAME]
Copay: PCP \$XX ER \$XX
Spec \$XX

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: MPDLCE1N

AARP Medicare Advantage Walgreens (HMO)
H9999-999-999

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]
WEST

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

AARP® Medicare Advantage Walgreens (HMO-POS) Plans (Dental-Only POS):

AARP Medicare Advantage
UnitedHealthcare

Health Plan (80840): **911-87726-04**
Member ID: 999999999-01 Group Number: XXXXXX

Member: **SAMPLE A MEMBER** PLAN CODE: XXX
[UHC Dental Benefits]

Payer ID: xxxxx

PCP Name: **SAMPLE, M.D., PROVIDER**
PCP Phone: (999) 999-9999
[FACILITY NAME]
Copay: PCP \$XX ER \$XX
Spec \$XX

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: MPDLCE1N

AARP Medicare Advantage Walgreens (HMO-POS)
H9999-999-999

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]
WEST

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

AARP® Medicare Advantage (HMO-POS) Plans (Dental-Only POS):

AARP Medicare Advantage
from UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

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

Member:
MEMBER SAMPLE [UHC Dental Benefits]

PCP Name: Payer ID: XXXXX
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 (HMO-POS)

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] [Network Logo]

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

AARP® Medicare Advantage Patriot (HMO-POS) Plans (Dental-Only POS):

AARP Medicare Advantage
from UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

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

Member:
MEMBER SAMPLE [UHC Dental Benefits]

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

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

H9999-999-999

Part B Drugs

RxBIN: 610494
RxPCN: 9999
RxGrp: COS

AARP Medicare Advantage Patriot (HMO-POS)

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] [Network Logo]

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

AARP® Medicare Advantage Choice PPO Plans:

AARP Medicare Advantage
from UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

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

Member:
MEMBER SAMPLE [UHC Dental Benefits]

PCP Name: Payer ID: XXXXX
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.

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

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

Centers for Medicare & Medicaid Services (CMS) Contract	Group Number	Plan Name	Plan Type	Counties
H1821-001-000	21805	AARP® Medicare Advantage Choice (PPO)	Local PPO	Spokane
H1821-001-000	17090	AARP® Medicare Advantage Choice (PPO)	Local PPO	Spokane
H1821-002-000	21806	AARP® Medicare Advantage Choice (PPO)	Local PPO	Clark, Cowlitz, Island, King, Snohomish, Thurston
H1821-002-000	17091	AARP® Medicare Advantage Choice (PPO)	Local PPO	Clark, Cowlitz, Island, King, Snohomish, Thurston
H1821-003-000	21807	AARP® Medicare Advantage Choice (PPO)	Local PPO	Kitsap, Lewis, Pierce, Skagit, Whatcom, Yakima
H1821-003-000	17092	AARP® Medicare Advantage Choice (PPO)	Local PPO	Kitsap, Lewis, Pierce, Skagit, Whatcom, Yakima
H3805-015-000	HCFAS8-YQW	AARP® Medicare Advantage Plan 3 (HMO)	HMO	Clark, Cowlitz
H3805-015-000	HCFAS8-XZT	AARP® Medicare Advantage Plan 3 (HMO)	HMO	Clark, Cowlitz
H3805-015-000	HCFAS8-UU7	AARP® Medicare Advantage Plan 3 (HMO)	HMO	Island, King, Kitsap, Lewis, Pierce, Skagit, Snohomish, Thurston, Whatcom, Yakima
H3805-015-000	HCFAS8-XZY	AARP® Medicare Advantage Plan 3 (HMO)	HMO	Island, King, Kitsap, Lewis, Pierce, Skagit, Snohomish, Thurston, Whatcom, Yakima
H3805-016-000	HCFAH5-XYX	AARP® Medicare Advantage Plan 2 (HMO)	HMO	Clark, Cowlitz
H3805-016-000	HCFAH5-XZN	AARP® Medicare Advantage Plan 2 (HMO)	HMO	Clark, Cowlitz
H3805-017-000	HCFAH6-XYZ	AARP® Medicare Advantage Plan 2 (HMO)	HMO	King

H3805-017-000	HCFAH6-XY3	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	King
Centers for Medicare & Medicaid Services (CMS) Contract	Group Number	Plan Name	Plan Type	Counties
H3805-019-000	HCFAH8-YQZ	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	Kitsap, Pierce
H3805-019-000	HCFAH8-YRM	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	Kitsap, Pierce
H3805-020-000	HCFAI3-YRT	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	Island, Snohomish
H3805-020-000	HCFAI3-XYN	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	Island, Snohomish
H3805-021-000	HCFAH6-SOR	AARP[®] Medicare Advantage (HMO)	HMO	Skagit, Whatcom
H3805-021-000	HCFAH6-T13	AARP[®] Medicare Advantage (HMO)	HMO	Skagit, Whatcom
H3805-025-001	HCFA64-YQX	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	Lewis
H3805-025-001	HCFA64-YQY	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	Lewis
H3805-025-002	HCFA65-YRV	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	Thurston
H3805-025-002	HCFA65-YRW	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	Thurston
H3805-029-000	HCFA47-S3U	AARP[®] Medicare Advantage (HMO)	HMO	Yakima
H3805-029-000	HCFA47-S40	AARP[®] Medicare Advantage (HMO)	HMO	Yakima
H3805-030-000	HCFA48-S44	AARP[®] Medicare Advantage Walgreens (HMO)	HMO	Clark

H3805-030-000	HCFA48-S45	AARP[®] Medicare Advantage Walgreens (HMO)	HMO	Clark
Centers for Medicare & Medicaid Services (CMS) Contract	Group Number	Plan Name	Plan Type	Counties
H3805-032-000	HCFA49-S46	AARP[®] Medicare Advantage Walgreens (HMO-POS)	HMO-POS (Dental Only POS)	King, Pierce, Snohomish, Thurston
H3805-032-000	HCFA49-S4U	AARP[®] Medicare Advantage Walgreens (HMO-POS)	HMO-POS (Dental Only POS)	King, Pierce, Snohomish, Thurston
H3805-033-000	17055	AARP[®] Medicare Advantage Plan 1 (HMO-POS)	HMO-POS (Dental Only POS)	Spokane
H3805-033-000	17059	AARP[®] Medicare Advantage Plan 1 (HMO-POS)	HMO-POS (Dental Only POS)	Spokane
H3805-034-000	17056	AARP[®] Medicare Advantage Plan 2 (HMO-POS)	HMO-POS (Dental Only POS)	Spokane
H3805-035-000	17057	AARP[®] Medicare Advantage Patriot (HMO-POS)	HMO-POS (Dental Only POS)	Spokane
H3805-037-000	HCFA94-XX6	AARP[®] Medicare Advantage Plan 1 (HMO)	HMO	Clark, Cowlitz
H3805-037-000	HCFA94-UZG	AARP[®] Medicare Advantage Plan 1 (HMO)	HMO	Clark, Cowlitz
H3805-037-000	HCFA94-XZZ	AARP[®] Medicare Advantage Plan 1 (HMO)	HMO	Island, King, Kitsap, Lewis, Pierce, Skagit, Snohomish, Thurston, Whatcom, Yakima
H3805-037-000	HCFA94-UY6	AARP[®] Medicare Advantage Plan 1 (HMO)	HMO	Island, King, Kitsap, Lewis, Pierce, Skagit, Snohomish, Thurston, Whatcom, Yakima
Oregon plans accepted in Washington: Clark and Cowlitz Counties:				
H3805-001-000	HCFAO2-XX3	AARP[®] Medicare Advantage Plan 1 (HMO)	HMO	OR: Clackamas, Columbia, Multnomah, Washington
H3805-001-000	HCFAO2-S8U	AARP[®] Medicare Advantage Plan 1 (HMO)	HMO	OR: Clackamas, Columbia, Multnomah, Washington
H3805-036-000	HCFA93-XW3	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	OR: Clackamas, Columbia, Multnomah, Washington

H3805-036-000	HCFA93-UW8	AARP[®] Medicare Advantage Plan 2 (HMO)	HMO	OR: Clackamas, Columbia, Multnomah, Washington
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