

# 2021 UnitedHealthcare Medicare Advantage Plans in Wisconsin

## 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](https://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](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 advance notification
- Check claims status
- Request prior authorization
- 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](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 Advance Notification

Request prior authorization and provide advance notification.

- Call **877-842-3210**.
- Visit [UHCprovider.com](https://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.



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## 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](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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## 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

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## Routine Hearing: UnitedHealthcare Hearing

[UHCaring.com](https://www.uhcaring.com)

Call **855-523-9355**.

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

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## Dental

[UHCdental.com](https://www.uhcdental.com)

Call **877-816-3596**.

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

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## 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.**

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## 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.

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# 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]

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**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** [Fitness Benefit Logo]

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]

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**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

**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)]

UNITED HEALTHCARE  
**PASSPORT**

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]

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**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** [Fitness Benefit 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

Referrals are not required.

Plan Name	Group Number	Counties	Plan Type	CMS Contract Number
AARP® Medicare Advantage (HMO-POS)	70000	Milwaukee, Ozaukee, Racine, Washington and Waukesha	HMO-POS**	H5253-004
AARP® Medicare Advantage (HMO-POS)	70095/70096*	Grant, Green, Jefferson, Kenosha, Rock and Walworth	HMO-POS**	H5253-030
AARP® Medicare Advantage (HMO-POS)	70181/70104*	Lincoln, Marathon, Oneida, Portage and Wood	HMO-POS**	H5253-073
AARP® Medicare Advantage (HMO-POS)	75000/75002*	Brown, Calumet, Dodge, Door, Florence, Fond du Lac, Forest, Green Lake, Kewaunee, Langlade, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara and Winnebago	HMO-POS**	H5253-011
AARP® Medicare Advantage Patriot Plan 2 (HMO-POS)	70053	Brown, Calumet, Dodge, Door, Florence, Fond du Lac, Forest, Grant, Green, Green Lake, Jefferson, Kenosha, Kewaunee, Langlade, Lincoln, Manitowoc, Marathon, Marinette, Menominee, Milwaukee, Oconto, Oneida, Outagamie, Ozaukee, Portage, Racine, Rock, Shawano, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waushara, Winnebago and Wood	HMO-POS**	H5253-021
AARP® Medicare Advantage Value (HMO)	52144/52145*	Grant, Green, Jefferson, Kenosha, Rock and Walworth	HMO	H5253-097
AARP® Medicare Advantage Value (HMO-POS)	70097	Milwaukee, Ozaukee, Racine, Washington and Waukesha	HMO-POS**	H5253-033
AARP® Medicare Advantage Value (HMO-POS)	70099/70100*	Brown, Calumet, Dodge, Door, Florence, Fond du Lac, Forest, Green Lake, Kewaunee, Langlade, Manitowoc, Marinette, Menominee, Oconto, Outagamie, Shawano, Sheboygan, Waupaca, Waushara and Winnebago	HMO-POS**	H5253-034
AARP® Medicare Advantage Value (HMO-POS)	70180/70102*	Lincoln, Marathon, Oneida, Portage and Wood	HMO-POS**	H5253-072
UnitedHealthcare Assisted Living Plan (HMO SNP)	00503	Brown, Manitowoc, Milwaukee, Outagamie, Ozaukee, Racine, Shawano, Sheboygan, Washington, Waukesha, Waupaca and Winnebago	HMO SNP	H3794-003

Plan Name	Group Number	Counties	Plan Type	CMS Contract Number
UnitedHealthcare Dual Complete® LP (HMO SNP)	52100/52104 00501/005 02	Brown, Calumet, Dane, Green Lake, Kewaunee, La Crosse, Manitowoc, Marinette, Milwaukee, Monroe, Oconto, Outagamie, Ozaukee, Portage, Racine, Shawano, Sheboygan, Trempealeau, Vernon, Washington, Waukesha, Waupaca, Waushara and Winnebago	HMO SNP	H5253-024 H3794-002
UnitedHealthcare Group Medicare Advantage (PPO)	12XXX 13XXX 16XXX	Available in all counties	Employer Group-Sponsored PPO	Check with your local plan representative for a quick reference guide
UnitedHealthcare Medicare Advantage Assist (PPO SNP)	99850	Adams, Brown, Calumet, Columbia, Dane, Dodge, Door, Florence, Fond du Lac, Forest, Grant, Green, Green Lake, Iowa, Jefferson, Kenosha, Kewaunee, Lafayette, Langlade, Manitowoc, Marinette, Marquette, Menominee, Milwaukee, Oconto, Outagamie, Ozaukee, Racine, Rock, Sauk, Shawano, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waushara and Winnebago	PPO SNP	H0294-002
UnitedHealthcare Medicare Advantage Assist (PPO SNP)	99857/99859*	Ashland, Buffalo, Clark, Crawford, Iron, Jackson, Juneau, La Crosse, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Portage, Price, Richland, Taylor, Trempealeau, Vernon, Vilas and Wood	PPO SNP	H0294-010
AARP Medicare Advantage Open Plan 1 (PPO)	99851/99854*	Adams, Brown, Calumet, Columbia, Dane, Dodge, Door, Florence, Fond du Lac, Forest, Grant, Green, Green Lake, Iowa, Jefferson, Kenosha, Kewaunee, Lafayette, Manitowoc, Marinette, Marquette, Menominee, Milwaukee, Oconto, Outagamie, Ozaukee, Racine, Rock, Sauk, Shawano, Sheboygan, Walworth, Washington, Waukesha, Waupaca, Waushara and Winnebago	PPO	H0294-004
UnitedHealthcare Medicare Advantage Open (PPO)	99855/99858*	Ashland, Buffalo, Clark, Crawford, Iron, Jackson, Juneau, La Crosse, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Portage, Price, Richland, Taylor, Trempealeau, Vernon, Vilas and Wood	PPO	H0294-011
AARP Medicare Advantage Patriot Plan 1 (PPO)	99860	Adams, Ashland, Buffalo, Clark, Columbia, Crawford, Dane, Iowa, Iron, Jackson, Juneau, La Crosse, Lafayette, Lincoln, Marathon, Marquette, Monroe, Oneida, Pepin, Pierce, Portage, Price, Richland, Sauk, Taylor, Trempealeau, Vernon, Vilas and Wood	PPO	H0294-014

Plan Name	Group Number	Counties	Plan Type	CMS Contract Number
UnitedHealthcare Medicare Advantage Open Premier (PPO)	99856/99861*	Ashland, Buffalo, Clark, Crawford, Iron, Jackson, Juneau, La Crosse, Lincoln, Marathon, Monroe, Oneida, Pepin, Pierce, Portage, Price, Richland, Taylor, Trempealeau, Vernon, Vilas and Wood	PPO	H0294-012
AARP® Medicare Advantage Walgreens (PPO)	72730	Brown, Calumet, Fond du Lac, Kewaunee, Manitowoc, Sheboygan and Outagamie	PPO	H0294-015
AARP® Medicare Advantage Open Plan 2 (PPO)	72731/72732*	Dane, Green, Iowa, Jefferson, Lafayette and Rock	PPO	H0294-016
UnitedHealthcare Nursing Home Plan (HMO SNP)	52001/52003/00500	Brown, Calumet, Dane, Dodge, Fond du Lac, Jefferson, Kenosha, La Crosse, Manitowoc, Milwaukee, Monroe, Outagamie, Ozaukee, Racine, Rock, Shawano, Sheboygan, Trempealeau, Vernon, Washington, Waukesha, Waupaca and Winnebago	HMO-Point of Service-SNP	H5253-007 H3794-001

\* These plans (as listed under the Group Number column) include an optional comprehensive dental plan rider.

\*\* POS only applies to Dental services and NOT medical services