



Identifying UnitedHealthcare Medicare Advantage members with WellMed-contracted primary care providers

Frequently asked questions

Overview

As a specialty care provider delivering care to UnitedHealthcare® Medicare Advantage members, the way in which you complete some tasks, like referrals, claim submissions and case management, will depend on who the member's PCP is.

In Florida, you may see members who have a PCP contracted with WellMed. All referral claims and notification/prior authorization requests are managed by and processed through WellMed for members assigned to a WellMed PCP. You can find more information about WellMed at wellmedhealthcare.com.

For more information about referrals, claims and notification/prior authorization requests for all other UnitedHealthcare members, see the UnitedHealthcare administrative guide at UHCprovider.com/guides.

Is WellMed a health benefit plan?

No. WellMed isn't a benefit plan. WellMed provides care and other health care services, such as utilization management, the management of referrals and prior authorization requests and claims processing, for UnitedHealthcare Medicare Advantage members assigned to a PCP contracted with WellMed.



Key points

- UnitedHealthcare Medicare Advantage members enrolled in a plan in Florida may select a primary care provider (PCP) contracted with WellMed
- WellMed isn't a health plan. WellMed is a health care company and affiliate of UnitedHealthcare that manages care authorizations, referrals and claims for UnitedHealthcare Medicare Advantage members assigned to WellMed PCPs.
- You can identify a member with a WellMed PCP by looking at their member ID card
- Medicare Advantage notification and prior authorization requirements, listed in the UnitedHealthcare administrative guide at UHCprovider.com/guides, are the same for members with WellMed PCPs as they are for members with other PCPs

How do I identify a UnitedHealthcare Medicare Advantage member with a WellMed PCP?

The member ID card will show the **Payer ID WELM2**.

AARP Medicare Advantage
UnitedHealthcare

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

Member: **MEMBER SAMPLE**
Payer ID: **WELM2** [UHC Dental Benefits]

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

Copay: PCP \$XX Spec \$XX ER \$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
<https://eprg.wellmed.net> 1-877-842-3210
Medical Claim Address: P.O. Box 30508 Salt Lake City, UT 84130-0508
Provider Authorizations: 1-877-299-7213
[UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

UHC **Renew Active** **NO Referral Required**

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

Sample health care ID cards are for illustration only.

These group numbers are used for UnitedHealthcare Medicare Advantage members assigned to a WellMed PCP:

70341	70345	72790	80194	82962	82978	90073	95115
70342	70346	72811	82940	82969	82980	90078	95116
70343	70347	80992	82958	82970	90079	90086	95117
70344	70348	80193	82960	82977	90028	90089	95118

Do members with a WellMed PCP need to be referred to certain specialists and hospitals?

No. These UnitedHealthcare Medicare Advantage members have access to all of the specialists, ancillary care providers, facilities and hospitals that are participating in the UnitedHealthcare Medicare Advantage network of care providers in the member's service area.

Are the notification and prior authorization requirements different for UnitedHealthcare Medicare Advantage members with a WellMed PCP?

No. UnitedHealthcare protocols and requirements apply to Medicare Advantage members who select a WellMed PCP. The notification and prior authorization requirements can be found in the UnitedHealthcare administrative guide at UHCprovider.com/guides.

How do I complete a referral or notification/prior authorization request for members who have a WellMed PCP?

Online: Use the eProvider Resource Gateway at eprg.wellmed.net

Phone: Call Provider Utilization Management at **877-299-7213** or call the member's PCP



Where do I submit claims for members with a WellMed-contracted PCP?

Because WellMed will process these claims, please submit claims in one of the following ways:

Electronic data interchange (EDI): Payer ID WELM2 – you can find more information about EDI at UHCprovider.com/edi

Phone: Call **800-550-7691**, Monday–Friday, 8 a.m.–6 p.m. ET

Mail: Send your claim to the address on the member ID card:

WellMed Networks, Inc.
Claims Department
P.O. Box 400066
San Antonio, TX 78229

Who do I contact for more information?

You can submit a claim reconsideration request and we'll review the claim decision. If you have questions, please contact your physician advocate, provider relations or network management representative. You can find your local contacts at UHCprovider.com > Contact Us > Network Contact.