

UnitedHealthcare Medicare Advantage Referral-Required Plans

2022 quick reference guide

Need to contact us?

Use this reference guide for quick access to a variety of helpful resources.



UnitedHealthcare Provider Portal

The UnitedHealthcare Provider Portal is your gateway to UnitedHealthcare's online tools. To sign in, go to UHCprovider.com, and click on the Sign In button in the top right corner. You can:

- Check patient eligibility and benefits
- Use TrackIt to manage items that need your attention, including prior authorization requests and claims submissions
- Submit and check referral status
- Get claims status and submit reconsideration and appeals requests

Visit UHCprovider.com/portal or call UnitedHealthcare Web Support at **866-842-3278**, option 1, from 7 a.m. – 9 p.m. Central Time, Monday – Friday



Claims Submission

Online: To submit claims using the UnitedHealthcare Provider Portal, please go to UHCprovider.com and click on the Sign In button in the top right corner

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 member's ID card



Prior Authorization Requests and Advance Notification

For more information, visit UHCprovider.com/priorauth

Online: Use the UnitedHealthcare Provider Portal at UHCprovider.com and click on the Sign In button in the top right corner

Phone: Call the Provider Services number on the member's ID Card



Behavioral Health Services

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

My Practice Profile

The My Practice Profile tool on the UnitedHealthcare Provider Portal at UHCprovider.com/mpp lets you view, update and attest to the care provider demographic information UnitedHealthcare members see for your organization



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

- 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

- 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 services: 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



Telehealth (virtual visits)

- UnitedHealthcare® Medicare Advantage members have coverage for telehealth (virtual visits) with contracted network health care professionals for medical and behavioral/mental health care
- If you're looking to deliver care virtually, we have resources, training, best practices and reimbursement policies, at UHCprovider.com/telehealth

You'll find our telehealth service protocols in the administrative guide at UHCprovider.com/guides.



Other Resources

You'll find information in our Care Provider Administrative Guides at UHCprovider.com/guides. If you can't find the information you need on UHCprovider.com, call us at Provider Services number on the member's ID card.

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



Referrals Not Required

Referrals aren't required for facilities, ancillary providers or for certain services. Eligible services that don't require referrals:

- Any service provided by a network PCP or network physician participating under the same tax ID as the member's PCP
- Any service from a network OB-GYN, chiropractor, optometrist, ophthalmologist, optician, podiatrist, audiologist, oncologist, nutritionist or disease management and infectious disease specialist
- Services performed while in an observation setting
- Allergy immunotherapy injections
- Mental health or substance use services with behavioral health clinicians
- Any services from a pathologist or inpatient consulting physician, including hospitalists
- Any service from an anesthesiologist
- Services rendered in an emergency room, emergency ambulance or in a network urgent care center or convenience clinic
- Telehealth (virtual visits) for medical and mental health services
- Medicare-covered preventive services, kidney disease education or diabetes self-management training
- Routine annual physical exams, vision or hearing exams
- Any lab services or radiological testing service, excluding radiation therapy
- Durable medical equipment, home health, prosthetic/orthotic devices, medical supplies, diabetic testing supplies and Medicare Part B drugs
- Additional benefits that may be covered by some Medicare Advantage plans but are not covered by Medicare, such as hearing aids, routine eyewear, fitness membership or outpatient prescription drugs
- Services obtained while accessing the National Network[®] or when using UnitedHealth Passport[®]



2022 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 Spec \$XX ER \$XX

H9999-999-999

MedicareR
Prescription Drug Coverage X

RxBIN: 610097
RxCN: 9999
RxGrp: COS

[Referral Required]
[AARP Medicare Advantage (HMO)]

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 Spec \$XX ER \$XX

H9999-999-999

MedicareR
Prescription Drug Coverage X

RxBIN: 610097
RxCN: 9999
RxGrp: COS

[Referral Required]
[AARP Medicare Advantage (HMO)]

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xxx/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
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

UnitedHealthcare
[UnitedHealthcare Medicare Advantage Assure (PPO)]

UCard™

Sample Member

Member Number: 999999999999

RxBIN: 610097 RxCN: 9999 RxCGRP: COS

Group Number: 12345 H0000-000-000
PCP: Sample, M.D., Provider
Copay: PCP \$XX/\$XX Specialist: \$XXX/\$XXX

MedicareR
Prescription Drug Coverage X

For Members: MEMBERURL.com
Customer Service: 1-999-999-9999, TTY 711

For Providers: PROVIDERURL.com
Provider Service: 1-999-999-9999
Dental Providers: DENTALURL.com 1-999-999-9999
[Provider Authorization 1-999-999-9999]
[Medicare limiting charges apply.]

Payer ID: XXXXX
Medical Claim Address: P.O. Box 99999, STATE, US 99999
Pharmacy Claims: OptumRX P.O. Box 99999, STATE, US 9999-9999
For Pharmacists: 1-999-999-9999

Printed Date: XX/XX/XXXX

[PASSPORT]

[Brand Logo]

For Members: MEMBERURL.com
Customer Service: 1-999-999-9999, TTY 711

For Providers: PROVIDERURL.com
Provider Service: 1-999-999-9999
Dental Providers: DENTALURL.com 1-999-999-9999
[Provider Authorization 1-999-999-9999]
[Medicare limiting charges apply.]

Payer ID: XXXXX
Medical Claim Address: P.O. Box 99999, STATE, US 99999
Pharmacy Claims: OptumRX P.O. Box 99999, STATE, US 9999-9999
For Pharmacists: 1-999-999-9999

Printed Date: XX/XX/XXXX

[PASSPORT]

[Brand Logo]

Card #: 9999 9999 9999 99999 Security Code: 9999 [Printer Code]

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 when traveling.

*Individual Medicare Advantage plans with the Medicare National Network aren't currently available to residents of Alaska and Louisiana. However, we're developing the network in those states and members of plans with the Medicare National Network may seek care from any contracted, participating care providers.

2022 Plan Overview

State	Plan name and type	Centers for medicare & medicaid services (CMS) contract	Counties
Arizona	AARP® Medicare Advantage (HMO)	H5253-036-000	Yavapai
Colorado	AARP® Medicare Advantage Plan 2 (HMO)	H6706-001-00	Boulder



State	Plan name and type	Centers for medicare & medicaid services (CMS) contract	Counties
Florida	AARP® Medicare Advantage (HMO-POS)	H1045-026-000	Baker, Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia
		H1045-028-000	Charlotte, Hernando, Hillsborough, Indian River, Lee, Manatee, Martin, Pasco, Pinellas, Polk, Sarasota, St. Lucie
		H1045-030-000	Brevard, Orange, Osceola, Seminole
		H1045-042-000	DeSoto, Hardee, Highlands
		H1045-043-000	Citrus, Levy
	AARP® Medicare Advantage (HMO)	H1045-033-000	Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Suwannee, Union
	AARP® Medicare Advantage Plan 2 (HMO)	H1045-034-000	Charlotte, Collier, Glades, Hendry, Lee, Manatee, Sarasota
	AARP® Medicare Advantage Focus (HMO-POS)	H1045-045-000	Hillsborough, Pasco, Pinellas, Polk
	UnitedHealthcare Medicare Advantage Walgreens (HMO C-SNP)	H1045-048-001 H1045-048-002 H1045-048-003 H1045-048-004	Brevard, Orange, Osceola, Seminole, Volusia
			Charlotte, Collier, Lee, Manatee, Sarasota
Citrus, Hernando, Hillsborough, Pasco, Pinellas, Polk			
Lake, Marion, Sumter			
Illinois	AARP® Medicare Advantage Access (HMO)	H2802-024-000	Cook, DuPage, Kane, Kendall, Lake, McHenry
	AARP® Medicare Advantage (HMO)	H2802-025-000	Cook, DeKalb, DuPage, Kane, Kankakee, Kendall, Lake, McHenry, Will
Utah	AARP® Medicare Advantage Plan 2 (HMO)	H4604-011-000	Box Elder, Cache, Davis, Duchesne, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, Weber
		H4604-023-000	Iron, Washington
	AARP® Medicare Advantage Plan 1 (HMO)	H4604-016-000	Iron, Washington
	UnitedHealthcare Medicare Advantage Assist (HMO C-SNP)	H4604-017-000	Box Elder, Cache, Davis, Duchesne, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, Weber
	AARP® Medicare Advantage Walgreens (HMO)	H4604-018-000	Box Elder, Cache, Davis, Duchesne, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, Weber