

UnitedHealthcare Medicare Advantage administrative changes in Texas

2022 Quick reference guide

WellMed Medical Management, an affiliate of UnitedHealthcare, manages administrative services for members enrolled in certain UnitedHealthcare® Medicare Advantage, UnitedHealthcare Group Medicare Advantage, UnitedHealthcare Dual Complete® and UnitedHealthcare Chronic Complete® health plans in Texas.

This reference guide will help you identify these members and give you quick access to a variety of helpful resources as you work with WellMed. For the plans included in this guide, WellMed administers these services:

- Claim submissions
- Claim reconsiderations
- Hospital admission notifications
- Prior authorization requests
- Referral requests

Overview: 2022 affected Medicare Advantage plans in Texas

Starting Jan. 1, 2022, WellMed will manage administrative services for these plans.

City or market	Centers for Medicare & Medicaid Services (CMS) contract	Plan name and type
Houston	H4514-014-000 H4514-015-000 H4514-016-000	AARP® Medicare Advantage Ally (HMO-POS)* UnitedHealthcare Chronic Complete Ally (HMO-POS CSNP)* UnitedHealthcare Dual Complete® Ally (HMO, DSNP)*
San Antonio	H4590-045-000	AARP® Medicare Advantage (HMO)*
Statewide	H5322-025-000 R6801-008-000 R6801-009-000 R6801-011-000 R6801-012-000	UnitedHealthcare Dual Complete (HMO DSNP) UnitedHealthcare Medicare Silver (Regional PPO CSNP) UnitedHealthcare Medicare Gold (Regional PPO CSNP) UnitedHealthcare Dual Complete Choice (Regional PPO DSNP) UnitedHealthcare Medicare Advantage Choice (Regional PPO)

* = new plans for 2022

Please note: WellMed doesn't manage administrative services for members assigned to a primary care provider (PCP) in:

- Southwestern Health Resources (North Texas)
 - Please use the claims submission information on the member's ID card
- HealthTexas Medical Group (San Antonio)
 - Please use the claims submission information on the member's ID card



2022 Medicare Advantage sample ID card

Member IDs for the affected plans will show the **Payer ID WELM2** and have eprg.wellmed.net listed as the **For Providers** contact.

Please remember to check the member's updated ID card. To reflect the plan and administrative changes outlined here, we'll update the 2022 member ID cards with the new Payer ID and contact information.

AARP Medicare Advantage <small>from UnitedHealthcare</small>	
Health Plan (80840): 999-99999-99	
Member ID: 999999999	Group Number: XXXXX
Member: MEMBER SAMPLE	PLAN CODE: XXX [UHC Dental Benefits]
PCP Name: SAMPLE, PROVIDER	Payer ID: WELM2
PCP Phone: (999) 999-9999	MedicareRx Prescription Drug Coverage
WELMED NETWORKS INC	RxBIN: 610097
Copay: PCP \$XX ER \$XX	RxPCN: 9999
Spec \$XX	RxGrp: SHTX
AARP Medicare Advantage SecureHorizons (HMO)	
HXXXX-XXX-XXX	

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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		
Medical Claim Address:	https://eprg.wellmed.net	1-888-866-8297
Provider Authorizations:	P.O. Box 30508 Salt Lake City, UT 84130-0508	
[JHC Dental Providers:	www.dentalurl.com	1-999-999-9999]
WEST Renew Active		
For Pharmacists 1-999-999-9999		
Pharmacy Claims OptumRx P.O. Box 999999, Healthcare, US 99999-9999		

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Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.



Verify member eligibility

Verify member eligibility at the time of service online, using electronic data interchange (EDI) or by phone.

Online: The UnitedHealthcare Provider Portal gives you instant access to the latest eligibility and benefits information in real time without needing to pick up the phone. You can quickly check coverage dates, policy information, detailed benefits information and get a copy of the digital ID card. Go to UHCprovider.com and click the Sign in button in the top-right corner, then select Eligibility and Benefits.

EDI: Use Transactions 270 (Inquiry) and 271 (Response) through your vendor or clearinghouse.

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



Referral requests

When WellMed-managed plans require referrals, please submit referral requests online at eprg.wellmed.net.



Claims

Submitting claims to WellMed

Electronic: Please use **Payer ID WELM2** or use your clearinghouse's **WellMed** Payer ID

Paper: WellMed Claims, P.O. Box 30508, Salt Lake City, UT 84130-0508

Checking claims status

Only submit duplicate claims if there's no payment or an explanation of payment 45 days after submitting.

- View prior authorization request requirements and submit your request and clinical information at eprg.wellmed.net
- Call **800-550-7691**

Submitting claim reconsiderations to WellMed

For these plans, submit claim reconsideration requests to the same claims address.

Claims and reimbursement for Dual Special Needs Plans (DSNPs): UnitedHealthcare Dual Complete Choice Premier (H2228-041), UnitedHealthcare Dual Complete (H4514-013) and UnitedHealthcare Dual Complete (H5322-025)

- Submit claims to WellMed. WellMed will reimburse you for the member's medical services. UnitedHealthcare will reimburse you for the applicable member cost share.



Prior authorization requests and advance notification

For plans administered by WellMed, submit a request at least 14 days before the planned date of service.

- View prior authorization request requirements and submit your request and clinical information at eprg.wellmed.net
- Call **877-757-4440**

WellMed will honor prior authorization requests reviewed and approved by UnitedHealthcare for services with dates of service starting in calendar year 2021 but rendered in 2022.



Hospital admission notification

Please notify WellMed no later than 1 business day after admission.

- Call **877-490-8982**
- Fax **877-757-8885**

WellMed will continue to manage administrative services for members of these plans in 2022

AARP® Medicare Advantage plans

H1278-004 AARP® Medicare Advantage Walgreens (PPO)
H1278-005 AARP® Medicare Advantage Choice (PPO)
H1278-010 AARP® Medicare Advantage Choice (PPO)
H1278-013 AARP® Medicare Advantage Choice (PPO)
H1278-014 AARP® Medicare Advantage Choice (PPO)
H1278-015 AARP® Medicare Advantage Choice (PPO)
H1278-016 AARP® Medicare Advantage Choice (PPO)

H2228-023 AARP® Medicare Advantage Choice (PPO)

H4514-007 AARP® Medicare Advantage Plan 2 (HMO)

H4527-001 AARP® Medicare Advantage (HMO)
H4527-002 AARP® Medicare Advantage (HMO)
H4527-005 AARP® Medicare Advantage (HMO)
H4527-013 AARP® Medicare Advantage (HMO)
H4527-024 AARP® Medicare Advantage Patriot (HMO-POS)
H4527-037 AARP® Medicare Advantage Plan 1 (HMO-POS)

H4590-010 AARP® Medicare Advantage Secure Horizons (HMO)
H4590-012 AARP® Medicare Advantage Secure Horizons Plan 1 (HMO-POS)
H4590-025 AARP® Medicare Advantage Secure Horizons (HMO)
H4590-027 AARP® Medicare Advantage Patriot (HMO-POS)
H4590-029 AARP® Medicare Advantage Patriot (HMO)
H4590-041 AARP® Medicare Advantage Secure Horizons Plan 2 (HMO-POS)
H4590-042 AARP® Medicare Advantage (HMO-POS)
H4590-043 AARP® Medicare Advantage (HMO-POS)
H4590-803 UnitedHealthcare Group Medicare Advantage (HMO)

UnitedHealthcare Chronic Complete plans

H4527-039 UnitedHealthcare Chronic Complete (HMO CSNP)
H4527-040 UnitedHealthcare Chronic Complete (HMO CSNP)
H4527-041 UnitedHealthcare Chronic Complete (HMO CSNP)
H4527-042 UnitedHealthcare Chronic Complete (HMO CSNP)
H4590-037 UnitedHealthcare Chronic Complete (HMO CSNP)
H4590-044 UnitedHealthcare Medicare Advantage Ally (HMO-POS CSNP)

WellMed will continue to manage administrative services for members of these plans in 2022

UnitedHealthcare Dual Complete® plans

H2228-041 UnitedHealthcare Dual Complete® Choice Premier (PPO DSNP)
H4514-013 UnitedHealthcare Dual Complete (HMO DSNP)
H4527-003 UnitedHealthcare Dual Complete Focus (HMO DSNP)
H4527-004 UnitedHealthcare Dual Complete Plan 1 (HMO DSNP)
H4527-006 UnitedHealthcare Dual Complete (HMO DSNP)
H4527-015 UnitedHealthcare Dual Complete Plan 1 (HMO DSNP)
H4590-020 UnitedHealthcare Dual Complete (HMO DSNP)
H4590-022 UnitedHealthcare Dual Complete (HMO DSNP)
H4590-033 UnitedHealthcare Dual Complete Plan 2 (HMO DSNP)
H5322-026 UnitedHealthcare Dual Complete Plan 2 (HMO DSNP)

UnitedHealthcare will manage the administrative services for members of these plans

H0710-020 UnitedHealthcare Nursing Home Plan (PPO ISNP)
H5652-001 Erickson Advantage Signature with Drugs (HMO-POS)
H5652-002 Erickson Advantage Signature without Drugs (HMO-POS)
H5652-003 Erickson Advantage Guardian (HMO-POS ISNP)
H5652-004 Erickson Advantage Champion (HMO-POS CSNP)
H5652-006 Erickson Advantage Freedom (HMO-POS)
H1278-003 AARP® Medicare Advantage Choice (PPO)
H2001 (all) UnitedHealthcare Group Medicare Advantage (PPO)
-This includes groups 13502 and 13503 (San Antonio Water System retirees)