

# UnitedHealth Passport

## Members can receive care away from home at their in-network cost share

The UnitedHealth Passport® travel benefit is available to members of eligible Medicare Advantage plans. Passport gives eligible members access to participating care providers in specific counties in 48 states at their in-network cost share when getting care outside of their home location.

Coverage, cost share and benefits will be determined based on the member's benefit plan.

## Verifying member eligibility

When a member wants to get care while they're away from home, you can verify that their benefit plan includes Passport when the UnitedHealth Passport logo is on the member ID card or by calling Provider Services at **877-842-3210**.



## How to tell if you participate in UnitedHealth Passport

Care providers must be contracted with UnitedHealthcare Medicare Advantage plans and in an eligible location to provide services to members using the Passport travel benefit. For a list of eligible locations, visit [UHCprovider.com/plans](https://UHCprovider.com/plans) > choose your state > Medicare > choose the plan > UnitedHealth Passport Service Area List.

You can confirm your Passport participation in your UnitedHealthcare Participation Agreement by contacting your provider advocate or network management representative.

## We're here to help

If you have questions, please call Provider Services at **877-842-3210**, 7 a.m.–7 p.m. CT, Monday–Friday. Thank you.

### Key member benefits



The member's **cost share** depends on the member's benefit plan and will be listed on their ID card. If a member's ID card shows Tier 1 and Tier 2 copays, you'll collect the Tier 2 copay.



Referrals aren't required when using the Passport benefit for care away from home, even if the benefit plan normally requires referrals.



Prior authorization and notification requirements still apply. Requirements are outlined at [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth).



Members have to activate their own Passport benefit by calling the Customer Service number on their ID card before they're eligible to use the benefit while traveling.



There is a time limit on each Passport activation period – up to 9 consecutive months after the member activates the benefit. The member must also call to deactivate the benefit before the 9 months are over, or they risk being disenrolled from their Medicare Advantage plan.