

# UnitedHealthcare<sup>®</sup> Medicare Advantage plans in Connecticut

## 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 the UnitedHealthcare online tools.

To sign in, go to [UHCprovider.com](https://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 claim submissions
- Submit and check referral status
- Get claims status and submit reconsideration and appeal requests

Visit [UHCprovider.com/portal](https://uhcprovider.com/portal) for more information. If you have technical questions, contact UnitedHealthcare Web Support at [providertechsupport@uhc.com](mailto:providertechsupport@uhc.com) or call **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday.

**For members delegated to Optum Care contact Optum Care, at 888-556-7048 or go to [optumcare-mso.com](https://optumcare-mso.com).**



### Claims submission

**Online:** To submit claims using the UnitedHealthcare Provider Portal, please go to [UHCprovider.com](https://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](https://uhcprovider.com/edi).

**Paper:** Please submit paper claims to the address listed on the member's ID card.

**For members delegated to Optum Care, use Payer ID E3287. For paper submissions, send to: OCNCT Claims, P.O. Box 2500, Rancho Cucamonga, CA 91729-2500.**



## Prior authorization requests and advance notification

For more information, visit [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth).

**Online:** Use the UnitedHealthcare Provider Portal at [UHCprovider.com](https://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.

**For members delegated to Optum Care contact, Optum Care log into [optumcare-mso.com](https://optumcare-mso.com) or fax to 855-268-2904. For urgent referrals only, call 888-556-7048.**



## My Practice Profile

The My Practice Profile tool on the UnitedHealthcare Provider Portal at [UHCprovider.com/mpp](https://UHCprovider.com/mpp) lets you view, update and attest to the demographic information UnitedHealthcare members see for your organization. To review your participation status, explore the Provider Products section of the Provider Demographic Details.



## Telehealth (virtual visits)

- UnitedHealthcare Medicare Advantage members have coverage for telehealth 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](https://UHCprovider.com/telehealth)

You'll find our telehealth service protocols in the administrative guide at [UHCprovider.com/guides](https://UHCprovider.com/guides).



## Behavioral and mental health services

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



## Prescription medications

[optumrx.com](https://optumrx.com)

Mail order

- Call **800-791-7658**, Monday–Friday, 8 a.m.–8 p.m. CT
- 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 drug prior authorization requests

- Call **800-711-4555**, option 2
- For members delegated to Optum Care call **888-556-7048** for injectable drug prior auth requests



## UnitedHealthcare Vision

[spectera.com](https://spectera.com)

Routine vision care

- Call **800-638-3120**, Monday–Friday, 7 a.m.–10 p.m., and Saturday, 8 a.m.–5:30 p.m. CT



## UnitedHealthcare Hearing

uhchearing.com

For routine hearing services and plans offering hearing aids covered through UnitedHealthcare Hearing, members must receive hearing aids from a UnitedHealthcare Hearing network provider. Contact UnitedHealthcare Hearing directly with any questions.

- Call **855-523-9355**, Monday–Friday, 8 a.m.–8 p.m. CT



## UnitedHealthcare Dental

uhcdental.com

Routine dental care

- Call **877-816-3596**, Monday–Friday, 7 a.m.–10 p.m. CT



## Other resources

You'll find information in the care provider administrative guide at [UHCprovider.com/guides](http://UHCprovider.com/guides).

If you can't find the information you need on [UHCprovider.com](http://UHCprovider.com), call Provider Services at **800-643-4845**.

### Questions?

If you have questions, please contact your physician advocate, provider relations or network management representative at [UHCprovider.com/contactus](http://UHCprovider.com/contactus) > Network Contact.



## Sample ID cards

The image displays three sample ID cards for UnitedHealthcare plans:

- Top Left Card:** Medicare Advantage (AARP) card. It includes the UnitedHealthcare logo, a map of the United States, and the Medicare National Network logo. Key information includes Health Plan (99999): 999-99999-99, Member ID: 999999999-00, and Group Number: XXXXX. It also lists PCP Name: SAMPLE, M.D., PROVIDER and PCP Phone: (999) 999-9999. Copay information is shown as PCP \$XX and Spec \$XX. Payer ID is XXXXX. The card is for a member named MEMBER SAMPLE.
- Top Right Card:** Medicare Advantage (AARP) card with a PASSPORT logo. It features a barcode and QR code. Key information includes Health Plan (99999): 999-99999-99, Member ID: 999999999-00, and Group Number: XXXXX. It lists PCP Name: SAMPLE, M.D., PROVIDER and PCP Phone: (999) 999-9999. Copay information is shown as PCP \$XX, Spec \$XX, and ER \$XX. Payer ID is XXXXX. The card is for a member named MEMBER SAMPLE. It also includes RxBIN: 610097, RxPCN: 9999, and RxGrp: COS. A [Referral Required] note is present. The card is for a member named MEMBER SAMPLE.
- Bottom Left Card:** UCard™. It features the UnitedHealthcare logo and UCard™ logo. Key information includes Member Number: 999999999999, RxBIN: 610097, RxPCN: 9999, and RxGRP: COS. Group Number: 12345 and H0000-000-000. PCP: Sample, M.D., Provider. Copay: PCP \$XX/\$XX and Specialist: \$XXX/\$XX.
- Bottom Right Card:** Medicare Advantage (AARP) card with a PASSPORT logo. It features a barcode and QR code. Key information includes Health Plan (99999): 999-99999-99, Member ID: 999999999-00, and Group Number: XXXXX. It lists PCP Name: SAMPLE, M.D., PROVIDER and PCP Phone: (999) 999-9999. Copay information is shown as PCP \$XX, Spec \$XX, and ER \$XX. Payer ID is XXXXX. The card is for a member named MEMBER SAMPLE. It also includes RxBIN: 610097, RxPCN: 9999, and RxGrp: COS. A [Referral Required] note is present. The card is for a member named MEMBER SAMPLE.

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

## 2022 plan overview

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
UnitedHealthcare® Medicare Advantage Plan 1 (HMO)	All counties	H0755-030-000	27040,27061,27062*,27151*
UnitedHealthcare® Medicare Advantage Plan 2 (HMO)	All counties	H0755-031-000	27044,27063,27064*,27153*
UnitedHealthcare® Medicare Advantage Patriot (HMO)	All counties	H0755-032-000	27048,27049,27155*,27156*
UnitedHealthcare® Medicare Advantage Plan 3 (HMO)	All counties	H0755-033-000	27031,27032,27100*,27150*
AARP® Medicare Advantage Walgreens (PPO)	All counties	H3442-0001-000	74054,90125*
UnitedHealthcare Dual Complete (PPO D-SNP)	All counties	H0271-014-000	66100,09116*
AARP® Medicare Advantage Choice (Regional PPO)	All counties	R7444-001-000	43500,43850,90150*,90151*

\*Group numbers for Optum Care delegation