

UnitedHealthcare® Medicare Advantage plans in Florida

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 or call **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday–Friday.



Claims submission

Online: Use the Claims tool on the Provider Portal. Sign in at [UHCprovider.com/claimstool](https://uhcprovider.com/claimstool).

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: Submit paper claims to the address listed on the member's ID card.



Prior authorization requests and advance notification

Online: Use the Prior Authorization and Notification tool on the Provider Portal. Sign in at [UHCprovider.com/paan](https://uhcprovider.com/paan).

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

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



My Practice Profile

The My Practice Profile tool 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 in the Provider Demographic Details. Learn more and sign in at [UHCprovider.com/mpp](https://uhcprovider.com/mpp).



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

Our telehealth service protocols are available in the administrative guide at 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

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

- Call **800-711-4555**, option 1
- Fax 800-527-0531

Injectable drug prior authorization requests

- Call **800-711-4555**, option 2



UnitedHealthcare Vision

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.

- 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



WellMed PCP

If a member selects a WellMed-delegated primary care provider (PCP), please submit all referrals, claims and prior authorizations through the eProvider Resource Gateway (EPRG), as listed on the member's ID card. WellMed Network of Florida, Inc. and WellMed Medical Management, Inc. are UnitedHealthcare affiliates. Members have access to the UnitedHealthcare statewide network of specialists, ancillary care providers and hospitals.



Other resources

Additional resources are available in the administrative guide at UHCprovider.com/guides and UHCprovider.com. If you can't find the information you need, call us at **877-842-3210**, Monday–Friday, 8 a.m.–8 p.m. ET.

You can also contact your physician advocate, provider relations or network management representative at UHCprovider.com/contactus > Network Contact.



Referral requests (if required)

Referrals are accepted to network physicians only. The member's PCP should submit and check the status of the referral using the [Referrals tool on the Provider Portal](#).

Referrals may take up to 2 business days to update in our system. If the specialist determines the member needs to see another specialist or return for more visits, they should contact the PCP to request the referral.

- When you're searching for a specialist, they may be listed multiple times in the request system. Match the specialist ID to the last 4 digits of the specialist tax ID number (TIN).
- When there's no referral, the specialist's claim will be denied
- If you have questions about a referral, please call the Provider Services number on the member's ID card



Services that don't require a referral

- Allergy immunotherapy
- Any laboratory or radiological testing series, excluding radiation therapy
- Any service provided by a network PCP
- Any service provided by a network care provider participating under the same TIN as the member's assigned PCP
- Any service provided by a network OB-GYN, chiropractor, optometrist, ophthalmologist, optician, podiatrist, audiologist, oncologist, nutritionist, disease management or infectious disease specialist
- Any services provided by a pathologist or anesthesiologist, excluding office-based or pain management services, and any inpatient consulting care providers, including hospitalists
- Durable medical equipment, home health, prosthetic/orthotic devices, medical supplies, diabetic testing supplies or Medicare Part B drugs
- Medicare-covered preventive services, kidney disease education or diabetes self-management training
- Mental health or substance use services with behavioral health clinicians
- Routine annual physical, vision or hearing exams
- Services obtained under a UnitedHealth Passport® benefit, which allows for services while traveling
- Services performed in an observation setting
- Services provided in an emergency room, emergency ambulance or in a network urgent care center, convenience clinic or virtual visit
- Additional coverage that may be included by some Medicare Advantage plans, but aren't covered by Medicare, such as hearing aids, routine eyewear, fitness membership or outpatient prescription drugs
- Virtual visits



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]

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

Copy: PCP \$XX ER \$XX
Spec \$XX

H9999-999-999

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
1-999-999-9999 TTY 711

www.PROVIDERURL.com 1-999-999-9999
ress: P.O. Box 99999, Healthcare, US 99999-9999
ronic referrals] www.DENTALURL.com 1-999-999-9999]

JHC [Fitness Benefit Logo]

-999-9999
mRx P.O. Box 99999, Healthcare, US 99999

AARP Medicare Advantage
by UnitedHealthcare

Health Plan (99999): **999-99999-99**
Member ID: 999999999-00 Group Number: XXXXX

Member: **MEMBER SAMPLE** [UHC Dental Benefits]

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

Copy: PCP \$XX ER \$XX
Spec \$XX

H9999-999-999

MedicareRx
Prescription Drug Coverage
RxBIN: 610097
RxPCN: 9999
RxGrp: COS

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

AARP Medicare Advantage
by UnitedHealthcare

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

Member: **MEMBER SAMPLE** [UHC Dental Benefits]

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

Copy: PCP \$XX ER \$XX
Spec \$XX

H9999-999-999

United Healthcare

Health Plan (80840): **911-87726-04**
Member ID: 0000000000 Group Number: 82940

Member: **SAMPLE SAMPLE** [UHC Dental Benefits]

PCP Name: WELM2
PCP Phone: (999) 999-9999

Copy: PCP \$XX ER \$XX
Spec \$XX

H9999-999-999

MedicareRx
Prescription Drug Coverage
RxBIN: 610097
RxPCN: 9999
RxGrp: COS

are The Villages Medicare Advantage (HMO)

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

UnitedHealthcare UCard™

[UnitedHealthcare Medicare Advantage Assure (PPO)]

Sample Member

Member Number
999999999999

RxBIN: 610097 RxPCN: 9999 RxGRP: COS

Group Number: 12345 H0000-000-000

PCP: Sample, M.D., Provider
Copy: PCP \$XX/\$XX Specialist: \$XXX/\$XXX

MedicareRx
Prescription Drug Coverage

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]

Printed Date: XX/XX/XXXX

box 99999, STATE, US 99999
O. Box 99999, STATE, US 9999-9999
99

9999 Security Code: 9999 [Printer Code]

JRL.com 999-9999, TTY 711
URL.com 99-9999
URL.com 1-999-999-9999
999-999-9999
s apply.]

Printed Date: XX/XX/XXXX
[PASSPORT]
[Brand Logo]

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

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.



2022 plan overview

Referrals are not required.

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
UnitedHealthcare® The Villages® Medicare Advantage (HMO)	Lake, Marion, Sumter	H1045-025	82943, 82940*
AARP® Medicare Advantage (HMO-POS)	Escambia, Okaloosa, Santa Rosa	H1045-031	82949, 90078*
AARP® Medicare Advantage (HMO-POS)	Bay, Walton	H1045-032	82950, 90073*
AARP® Medicare Advantage Focus (HMO-POS)	Indian River, Martin, Okeechobee, St. Lucie	H1045-036	70340, 82970*
AARP® Medicare Advantage (HMO-POS)	Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	H1045-041	82976, 90079*
AARP® Medicare Advantage (HMO)	Palm Beach	H1045-055	78615, 90028*
AARP® Medicare Advantage Choice (PPO)	Bay, Escambia, Okaloosa, Santa Rosa, Walton	H2406-008	80189, 90086*
AARP® Medicare Advantage Choice (PPO)	Charlotte, Collier, Glades, Hendry, Lee, Manatee, Sarasota	H2406-009	80191, 80194*
AARP® Medicare Advantage Choice (PPO)	Brevard, Orange, Osceola, Seminole	H2406-010	80188, 80192*
AARP® Medicare Advantage Choice (PPO)	Hernando, Hillsborough, Pasco, Pinellas, Polk	H2406-011	80190, 80193*
AARP® Medicare Advantage Choice (PPO)	Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	H2406-012	82127, 90089*
AARP® Medicare Advantage Choice (PPO)	Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia	H2406-013	82130, 70342*
AARP® Medicare Advantage Choice (PPO)	Alachua, Baker, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Suwannee, Union	H2406-014	82131, 70343*
AARP® Medicare Advantage Choice (PPO)	Citrus, Levy	H2406-015	82132, 70344*
AARP® Medicare Advantage Choice (PPO)	Lake, Marion, Sumter	H2406-016	82133, 70345*
AARP® Medicare Advantage Choice (PPO)	Indian River, Martin, Okeechobee, St. Lucie	H2406-017	82134, 70346*
AARP® Medicare Advantage Choice (PPO)	Broward, Miami-Dade, Palm Beach	H2406-018	82135, 70347*
AARP® Medicare Advantage Choice (PPO)	DeSoto, Hardee, Highlands	H2406-019	82136, 70348*
AARP® Medicare Advantage Choice Plan 2 (Regional PPO)	Statewide: All Florida counties	R0759-001	72809, 72811*
AARP® Medicare Advantage Patriot (Regional PPO)	Statewide: All Florida counties	R0759-002	72812, 72790*

*Groups delegated through WellMed.



2022 plan overview

Referrals are required.

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
AARP® Medicare Advantage (HMO-POS)	Baker, Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia	H1045-026	82995, 82980*
AARP® Medicare Advantage (HMO-POS)	Charlotte, Hernando, Hillsborough, Indian River, Lee, Manatee, Martin, Pasco, Pinellas, Polk, St. Lucie, Sarasota	H1045-028	80000, 82958*
AARP® Medicare Advantage (HMO-POS)	Brevard, Orange, Osceola, Seminole	H1045-030	82037, 82960*
AARP® Medicare Advantage (HMO)	Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Suwannee, Union	H1045-033	82951, 82969*
AARP® Medicare Advantage Plan 2 (HMO)	Charlotte, Collier, Glades, Hendry, Lee, Manatee, Sarasota	H1045-034	82953, 82962*
AARP® Medicare Advantage (HMO-POS)	DeSoto, Hardee, Highlands	H1045-042	82984, 82977*
AARP® Medicare Advantage (HMO-POS)	Citrus, Levy	H1045-043	82985, 82978*
AARP® Medicare Advantage Focus (HMO-POS)	Hillsborough, Pasco, Pinellas, Polk	H1045-045	82126, 70341*
UnitedHealthcare Medicare Advantage Walgreens (HMO C-SNP)	Brevard, Orange, Osceola, Seminole, Volusia	H1045-048-001	82989, 95115*
UnitedHealthcare Medicare Advantage Walgreens (HMO C-SNP)	Charlotte, Collier, Lee, Manatee, Sarasota	H1045-048-002	82987, 95116*
UnitedHealthcare Medicare Advantage Walgreens (HMO C-SNP)	Citrus, Hernando, Hillsborough, Pasco, Pinellas, Polk	H1045-048-003	82988, 95117*
UnitedHealthcare Medicare Advantage Walgreens (HMO C-SNP)	Lake, Marion, Sumter	H1045-048-004	82986, 95118*

*Groups delegated through WellMed.