

AARP® and UnitedHealthcare® Medicare Advantage plans in North Carolina

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: 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.



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.



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

You'll find our telehealth service protocols 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. 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.

If you can't find the information you need on UHCprovider.com, call **Provider Services** at **877-842-3210**, 8 a.m.–8 p.m. ET, Monday–Friday.


Questions?

If you have questions, please contact your provider advocate, provider relations or network management representative at UHCprovider.com/contactus > Network Contact.



Sample ID cards

AARP Medicare Advantage
from **UnitedHealthcare**

 Medicare National Network

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 ER \$XX
Spec \$XX


H9999-999-999

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

[Referral Required]
[AARP 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 www.PROVIDERURL.com 1-999-999-9999
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 [Fitness Benefit Logo]

For Pharmacists 1-999-999-9999 99999, Healthcare, US 99999

AARP Medicare Advantage
from **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 ER \$XX
Spec \$XX

H9999-999-999

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

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

UnitedHealthcare **UCard™**

[UnitedHealthcare Medicare Advantage Assure (PPO)]

Sample Member

Member Number
99999999999

RxBIN 610097 RxPCN 9999 RxGRP COS

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





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

 Medicare National Network [Brand Logo]


9999 Security Code: 9999 [Printer Code]

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

 [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.

2022 plan overview

Referrals are not required

| Plan name and type | Counties | Centers for Medicare & Medicaid Services (CMS) contract | Group number |
|---|--|---|--------------|
| AARP® Medicare Advantage Choice (PPO) | Alamance, Chatham, Davidson, Davie, Forsyth, Guilford, Mecklenburg, Orange, Randolph, Rockingham, Rowan, Stokes, Surry, Wilkes, Yadkin | H2228-018 | 71870 |
| AARP® Medicare Advantage Choice (PPO) | Anson, Beaufort, Bertie, Bladen, Camden, Chowan, Columbus, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Hertford, Hoke, Hyde, Jones, Lenoir, Martin, Montgomery, Moore, Northampton, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Scotland, Stanly, Tyrrell, Warren, Washington | H2577-004 | 72763/72764 |
| AARP® Medicare Advantage Choice (PPO) | Alleghany, Ashe, Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Watauga, Yancey | H2577-016 | 17081/74072 |
| AARP® Medicare Advantage Choice (PPO) | Cumberland, Durham, Franklin, Granville, Harnett, Johnston, Lee, Nash, Sampson, Vance, Wake, Wayne, Wilson | H2577-017 | 17082/74073 |
| AARP® Medicare Advantage Choice Plan 2 (PPO) | Anson, Beaufort, Bertie, Bladen, Camden, Chowan, Columbus, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Hertford, Hoke, Hyde, Jones, Lenoir, Martin, Montgomery, Moore, Northampton, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Scotland, Stanly, Tyrrell, Warren, Washington | H2577-018 | 17083/74074 |
| AARP® Medicare Advantage Patriot (PPO) | Alleghany, Anson, Ashe, Beaufort, Bertie, Bladen, Camden, Chowan, Columbus, Currituck, Dare, Duplin, Edgecombe, Gates, Greene, Halifax, Hertford, Hoke, Hyde, Jones, Lenoir, Martin, Montgomery, Moore, Northampton, Pamlico, Pasquotank, Pender, Perquimans, Pitt, Scotland, Stanly, Tyrrell, Warren, Washington, Watauga | H2577-019 | 17084 |

| Plan name and type | Counties | Centers for Medicare & Medicaid Services (CMS) contract | Group number |
|---|---|---|--------------|
| AARP® Medicare Advantage Plan 1 (HMO-POS) | Alamance, Alexander, Cabarrus, Caldwell, Caswell, Catawba, Chatham, Cleveland, Cumberland, Davidson, Davie, Forsyth, Gaston, Guilford, Henderson, Iredell, Johnston, Lincoln, Mecklenburg, Orange, Person, Randolph, Richmond, Rockingham, Rowan, Stokes, Surry, Union, Wilkes, Yadkin | H5253-037 | 71590 |
| AARP® Medicare Advantage Plan 2 (HMO-POS) | Alamance, Alexander, Cabarrus, Caldwell, Caswell, Catawba, Chatham, Cleveland, Cumberland, Davidson, Davie, Forsyth, Gaston, Guilford, Henderson, Iredell, Johnston, Lincoln, Mecklenburg, Orange, Person, Randolph, Richmond, Rockingham, Rowan, Stokes, Union, Wilkes, Yadkin | H5253-038 | 71571 |
| AARP® Medicare Advantage Plan 2 (HMO-POS) | Durham, Wake | H5253-039 | 71591 |
| AARP® Medicare Advantage Essential (HMO-POS) | Alamance, Alexander, Avery, Buncombe, Burke, Cabarrus, Caldwell, Caswell, Catawba, Chatham, Cherokee, Clay, Cleveland, Cumberland, Davidson, Davie, Durham, Forsyth, Gaston, Graham, Guilford, Haywood, Henderson, Iredell, Jackson, Johnston, Lincoln, Macon, Madison, McDowell, Mecklenburg, Mitchell, Orange, Person, Polk, Randolph, Richmond, Rockingham, Rowan, Rutherford, Stokes, Surry, Swain, Transylvania, Union, Wake, Wilkes, Yadkin, Yancey | H5253-040 | 71575 |
| AARP® Medicare Advantage Plan 2 (HMO-POS) | Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey | H5253-079 | 17636/17637 |
| AARP® Medicare Advantage Plan 1 (HMO-POS) | Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey | H5253-080 | 17638 |
| AARP® Medicare Advantage Plan 1 (HMO-POS) | Durham, Wake | H5253-102 | 71627 |



| Plan name and type | Counties | Centers for Medicare & Medicaid Services (CMS) contract | Group number |
|---|--|---|-------------------------|
| AARP® Medicare Advantage Plan 2 (HMO-POS) | Franklin, Granville, Harnett, Lee, Nash, Sampson, Vance, Wayne, Wilson | H5253-103 | 71629/71630 |
| AARP® Medicare Advantage Plan 1 (HMO-POS) | Franklin, Granville, Harnett, Lee, Nash, Sampson, Vance, Wayne, Wilson | H5253-104 | 71631 |
| AARP® Medicare Advantage Walgreens (HMO-POS) | Avery, Buncombe, Burke, Cherokee, Clay, Graham, Haywood, Henderson, Jackson, Macon, Madison, McDowell, Mitchell, Polk, Rutherford, Swain, Transylvania, Yancey | H5253-105 | 71633/71634 |
| AARP® Medicare Advantage Walgreens (HMO-POS) | Alamance, Davidson, Forsyth, Guilford, Mecklenburg, Randolph, Rockingham, Rowan | H5253-110 | 71555/71556 |
| UnitedHealthcare® Group Medicare Advantage | Available in all counties | Check with your local plan representative for a quick reference guide | 12XXX 13XXX 16XXX |