

# UnitedHealthcare Medicare Advantage plans in Tennessee & Southwest Virginia

## 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.



### 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](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



## 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](https://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](https://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](https://UHCprovider.com/guides).

If you can't find the information you need on [UHCprovider.com](https://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](https://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]

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

Copay: PCP \$XX ER \$XX  
Spec \$XX

H9999-999-999


Payer ID: xxxxx

**MedicareRx**  
Prescription Drug Coverage X

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]

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

Copay: PCP \$XX ER \$XX  
Spec \$XX

H9999-999-999

Payer ID: xxxxx

**MedicareRx**  
Prescription Drug Coverage X

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

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
<b>AARP® Medicare Advantage HMO</b>	Fentress, Franklin, Grundy, Overton	H5253-047, H5253-048	17000, 17610, 17003, 17613
<b>AARP® Medicare Advantage HMO</b>	Bedford, Coffee, Giles, Lincoln, Marshall, Moore, Montgomery	H5253-083, H5253-084	17049, 17051
<b>AARP® Medicare Advantage HMO</b>	Carroll, Chester, Dyer, Gibson, Henry, Obion, Weakley	H5253-081, H5253-082	17045, 17047
<b>AARP® Medicare Advantage HMO Patriot</b>	Fentress, Franklin, Grundy, Overton, Bedford, Coffee, Giles, Lincoln, Marshall, Moore, Montgomery, Carroll, Chester, Dyer, Gibson, Henry, Obion, Weakley	H5253-113	16910, 44012
<b>UnitedHealthcare® Medicare Advantage PPO</b>	TN: Anderson, Blount, Bradley, Campbell, Carter, Claiborne, Cocke, Fentress, Franklin, Grainger, Greene, Grundy, Hamblen, Hamilton, Hancock, Hawkins, Jefferson, Johnson, Knox, Loudon, McMinn, Meigs, Monroe, Morgan, Overton, Polk, Roane, Scott, Sevier, Sullivan, Unicoi, Union, Washington SWVA: Bland, Bristol City, Buchanan, Dickenson, Grayson, Lee, Norton City, Russell, Scott, Smyth, Tazewell, Washington, Wise, Wythe	H2577-020	74067, 74091
<b>UnitedHealthcare® Medicare Advantage Walgreens</b>	Bedford, Coffee, Giles, Lincoln, Marshall, Moore, Montgomery	H2577-007	72769
<b>UnitedHealthcare® Medicare Advantage Walgreens</b>	Carroll, Chester, Dyer, Gibson, Henry, Obion, Weakley	H2577-008	72770