

UnitedHealthcare Medicare Advantage Referral Plans

2023 overview

Working together to manage care

UnitedHealthcare® Medicare Advantage benefit plans emphasize the role of the member's primary care provider (PCP) in coordinating care. The member's relationship with their PCP is an important one because the PCP is responsible for:

- The member's routine health care needs
- Coordination of all covered services
- Maintaining a central medical record
- Ensuring continuity of care

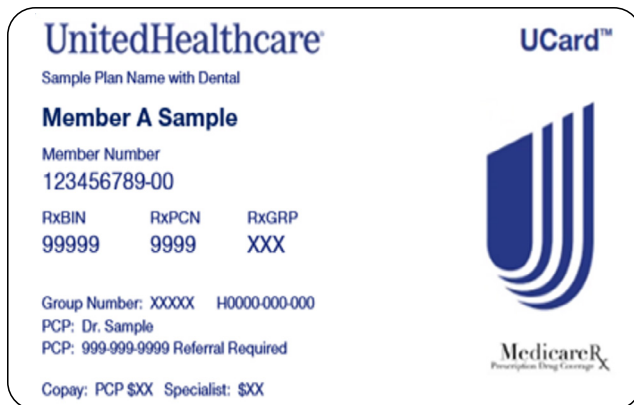
Identifying a member of a referral plan

The member's ID card will have the words "Referral Required" near the PCP information on the front of the card. The plan number is also listed in EDI 271 response transactions and can be found when checking patient eligibility.



We're here to help

You can find more information about these plans at UHCprovider.com/plans > choose your state > Medicare. If you have questions, please call provider services at **877-842-3210**, 8 a.m. – 8 p.m. ET, Monday – Friday.








Referral plan updates

To simplify the administrative processes for members and care providers, and increase member access to care, we're choosing **not to enforce referral requirements**.

PCPs may still need to issue specialist referrals via UHCprovider.com if specialist care providers require a referral; however, claims will not be denied for missing referrals.

Provider and member materials, including ID cards, will continue to indicate that a referral is required; however, claims will not be denied for missing referrals.

	Use the Referrals tool on the UnitedHealthcare Provider Portal to submit your request. Sign in at UHCprovider.com/referrals .
	Members must choose a PCP or we'll assign one to them. You'll find the PCP's name on the ID card, in the EDI 271 response transaction and when you verify eligibility.
	You can find network specialists using our provider directory at UHCprovider.com > Our network > Find a provider .
	Prior Authorization and Advance Notification requirements are in the UnitedHealthcare Administrative Guide at UHCprovider.com/guides and at UHCprovider.com/priorauth .
	Though no claims will be denied for missing referrals, the specialist care provider may require a referral from the member's PCP before providing care to the member. For a list of services that DO NOT require referral from the member's PCP, such as mental health/substance use services with behavioral health clinicians, refer to the UnitedHealthcare Administrative Guide , Chapter 6: Referrals.

Delegated health care providers

Delegated providers of UnitedHealthcare Medicare Advantage referral plans have their own referral policies and may administer the referral process in a different manner than outlined in this document. This includes the option to continue to require referrals from the PCP and deny claims for missing referrals.

Delegated providers can be identified by the group number listed on the member ID card. For a list of all delegated provider group numbers by plan and state, refer to the [UnitedHealthcare Administrative Guide](#).