

# 2023 UnitedHealthcare Medicare Advantage plans in Florida

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 access the portal, you need to **create or sign in using a One Healthcare ID** to:

- 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.

## Prior authorization requests and advance notification

For more information, visit [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth). You can submit prior authorization requests:

- **Online:** Sign in to the **UnitedHealthcare Provider Portal** at [UHCprovider.com](https://UHCprovider.com)
- **By phone:** Call the Provider Services number on the back of the member's ID card

## My Practice Profile

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



## Claims submission

- **Online:** Submit claims using the **UnitedHealthcare Provider Portal**. 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), 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. Go to [UHCprovider.com/claims](https://UHCprovider.com/claims) for more information.

## Appeals submission

Submit appeals with attachments using our Application Programming Interface (API) at [UHCprovider.com/API](https://UHCprovider.com/API).



## Primary Care Physician (PCP) membership reports

To access membership reports, sign in to the **UnitedHealthcare Provider Portal**. Then click Document & Reporting > UnitedHealthcare Reports.

## Model of Care training

The annually required Model of Care training can be accessed at **UHCprovider.com/training** > Special Needs Plan (SNP) Model of Care Training for Providers.

## Benefit contacts

Benefits vary by plan



### 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 can find our telehealth service protocols in the administrative guide at **UHCprovider.com/guides**.



### Behavioral and mental health services

Please refer to the provider phone number on the member's ID card.



### 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 844-403-1027

Injectable drug prior authorization requests

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

**Prescription coverage/pricing:** **UHCprovider.com/precheckmyscript**

**Prescription drug formulary:** **UHC.com/medicare** > Enter ZIP code > Select Plan > View Plan Details > Plan Documents > Prescription Drug Coverage



### UnitedHealthcare Vision

**spectera.com**

Routine vision care

Call **800-638-3120**, Monday–Friday, 7 a.m.–10 p.m., and Saturday, 7 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.

Call UnitedHealthcare Hearing with questions at 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 can find additional 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 us at **877-842-3210**, 8 a.m.–8 p.m. ET, Monday–Friday
- For educational resources, visit [UHCprovider.com/training](https://UHCprovider.com/training)



## 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.



## New for 2023 – UnitedHealthcare UCard (Member ID)

- Nearly all UnitedHealthcare Individual Medicare Advantage plan members including DSNP will receive a UnitedHealthcare UCard™ (some plan exclusions may apply)
- UnitedHealthcare UCard makes it easier for members to access their benefits and programs so they can take advantage of their plan offerings
- UCard does not need to be activated for you to verify eligibility or provide care services or for members to receive medical, dental, prescription, vision and hearing care services
- Starting Jan. 1, 2023, impacted members will present their redesigned member card
- UCard will have the information you need to verify eligibility and should be used in the same manner as any other UnitedHealthcare member ID card
- UCard cannot be used for member out-of-pocket expenses, including copays, coinsurance or deductibles
- Each UCard will include an S3 number, security code and scannable barcode for in-store purchases – providers do not need to scan the barcode to provide medical, dental, prescription, vision or hearing services to the member
- For questions, members should visit their plan website or call the Customer Service number on their UCard
- For a description of the information displayed on the UCard, refer to Chapter 2 of the UnitedHealthcare Care Provider Administrative Guide



## Questions?

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



## Sample member ID cards



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

## 2023 plan overview

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
<b>UnitedHealthcare® The Villages® Medicare Advantage (HMO-POS)</b>	Lake, Marion, Sumter	H1045-025	82943 82940 *
<b>AARP® Medicare Advantage (HMO-POS)</b>	Baker, Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia	H1045-026	82995 82980 *
<b>AARP® Medicare Advantage (HMO-POS)</b>	Charlotte, Hernando, Hillsborough, Indian River, Lee, Manatee, Martin, Pasco, Pinellas, Polk, St. Lucie, Sarasota	H1045-028	80000 82958 *
<b>AARP® Medicare Advantage (HMO-POS)</b>	Brevard, Orange, Osceola, Seminole	H1045-030	82037 82960 *

\* Groups delegated through WellMed.



## 2023 plan overview (cont.)

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
<b>AARP® Medicare Advantage (HMO-POS)</b>	Bay, Escambia, Okaloosa, Santa Rosa, Walton	H1045-031	82949 90078*
<b>AARP® Medicare Advantage (HMO-POS)</b>	Alachua, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Suwannee, Union	H1045-033	82951 82969*
<b>AARP® Medicare Advantage Plan 2 (HMO-POS)</b>	Charlotte, Collier, Glades, Hendry, Lee, Manatee, Sarasota	H1045-034	82953 82962*
<b>AARP® Medicare Advantage Focus (HMO-POS)</b>	Indian River, Martin, Okeechobee, St. Lucie	H1045-036	70340 82970*
<b>AARP® Medicare Advantage (HMO-POS)</b>	Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	H1045-041	82976 90079*
<b>AARP® Medicare Advantage (HMO-POS)</b>	DeSoto, Hardee, Highlands	H1045-042	82984 82977*
<b>AARP® Medicare Advantage Premier (HMO-POS)</b>	Citrus, Hernando, Levy	H1045-043	82985 82978*
<b>AARP® Medicare Advantage Focus (HMO-POS)</b>	Hillsborough, Pasco, Pinellas, Polk	H1045-045	82126 70341*
<b>AARP® Medicare Advantage (HMO-POS)</b>	Palm Beach	H1045-055	78615 90028*
<b>AARP® Medicare Advantage Choice (PPO)</b>	Bay, Escambia, Okaloosa, Santa Rosa, Walton	H2406-008	80189 90086*
<b>AARP® Medicare Advantage Choice (PPO)</b>	Charlotte, Collier, Glades, Hendry, Lee, Manatee, Sarasota	H2406-009	80191 80194*
<b>AARP® Medicare Advantage Choice (PPO)</b>	Brevard, Orange, Osceola, Seminole	H2406-010	80188 80192*
<b>AARP® Medicare Advantage Choice (PPO)</b>	Hernando, Hillsborough, Pasco, Pinellas, Polk	H2406-011	80190 80193*

\* Groups delegated through WellMed.

## 2023 plan overview (cont.)

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
<b>AARP® Medicare Advantage Choice (PPO)</b>	Calhoun, Franklin, Gadsden, Gulf, Holmes, Jackson, Jefferson, Leon, Liberty, Madison, Taylor, Wakulla, Washington	H2406-012	82127 90089*
<b>AARP® Medicare Advantage Choice (PPO)</b>	Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia	H2406-013	82130 70342*
<b>AARP® Medicare Advantage Choice (PPO)</b>	Alachua, Baker, Bradford, Columbia, Dixie, Gilchrist, Hamilton, Lafayette, Suwannee, Union	H2406-014	82131 70343*
<b>AARP® Medicare Advantage Choice (PPO)</b>	Citrus, Levy	H2406-015	82132 70344*
<b>AARP® Medicare Advantage Choice (PPO)</b>	Lake, Marion, Sumter	H2406-016	82133 70345*
<b>AARP® Medicare Advantage Choice (PPO)</b>	Indian River, Martin, Okeechobee, St. Lucie	H2406-017	82134 70346*
<b>AARP® Medicare Advantage Choice (PPO)</b>	Broward, Miami-Dade, Palm Beach	H2406-018	82135 70347*
<b>AARP® Medicare Advantage Choice (PPO)</b>	DeSoto, Hardee, Highlands	H2406-019	82136 70348*
<b>AARP® Medicare Advantage Choice Plan 2 (Regional PPO)</b>	Statewide: All Florida Counties	R0759-001	72809 72811*
<b>AARP® Medicare Advantage Patriot (Regional PPO)</b>	Statewide: All Florida Counties	R0759-002	72812 72790*

\*Groups delegated through WellMed.

## 2023 plan overview (cont.)

Referrals are required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
UnitedHealthcare® Medicare Advantage Walgreens (HMO-POS C-SNP)	Brevard, Orange, Osceola, Seminole, Volusia	H1045-048-001	82989 95115*
UnitedHealthcare® Medicare Advantage Walgreens (HMO-POS C-SNP)	Charlotte, Collier, Lee, Manatee, Sarasota	H1045-048-002	82927 95116*
UnitedHealthcare® Medicare Advantage Walgreens (HMO-POS C-SNP)	Citrus, Hernando, Hillsborough, Pasco, Pinellas, Polk	H1045-048-003	82988 95117*
UnitedHealthcare® Medicare Advantage Walgreens (HMO-POS C-SNP)	Lake, Marion, Sumter	H1045-048-004	82986 95118*
UnitedHealthcare® The Villages® Medicare Focus (HMO-POS)	Lake, Marion, Sumter	H1045-056	82996 40199*

\*Groups delegated through WellMed.