



2023 UnitedHealthcare Medicare Advantage HMO & PPO plans – Optum[®] Care Network in Colorado

Quick reference guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources.



Optum Care Provider Portal – optum.com

- Check patient eligibility and benefits
- Submit and check referral status
- Get claims status and submit reconsideration and appeal requests

Claims submission

- **Online:** Submit claims to optum.com
- **Electronic:** To submit claims by Electronic Data Interchange (EDI), use **Payer ID LIFE1**
- **Paper:** Submit paper claims to the address listed on the member's ID card

Prior authorization requests and advance notification

You can submit prior authorization requests:

- **Online:** Sign in to optum.com
- **By phone:** Call 888-685-8491



Hospital inpatient notification

Notify Optum Care of hospital admissions no later than 1 business day after admission by calling **888-685-8491**.

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](https://www.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

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

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

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
- If you can't find the information you need on UHCprovider.com, call us at **877-842-3210**, 8 a.m.–8 p.m. ET
- For educational resources, visit UHCprovider.com/training



Questions?

Contact Optum Care Service Center for information on topics such as provider search, claims, eligibility and more. Call 888-685-8491, TTY 711, Monday–Saturday, 8 a.m.–8 p.m. or contact Optum Care Service Center through secure email on the [Optum Care Provider Portal](#).



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**



Sample member ID cards

UnitedHealthcare
AARP Medicare Advantage SecureHorizons
Plan 2 (HMO-POS) with Dental
JUANITA C SAMPLE
Member Number
123456789-01

RxBIN: 610097 RxPCN: 9999 RxGRP: SHCO
Group Number: HCFAJ6-OWX H0609-012-000
PCP: EUSER, ANTHONY G
PCP: 3036597600
OPTUM CARE NETWORK DENVER
Copay: PCP \$0.00 Specialist \$10

UCard™ For Members: myAARPMedicare.com
Customer Service: 1-866-579-8774, TTY 711
Printed Date: 09/25/2022
Plan Year: 2023

For Providers: Optum.com
Provider Service: 1-888-685-8491
Provider Authorization: 1-888-685-8491
Dental Providers: uhcdental.com 1-877-816-3596

Payer ID: LIFE1 WEST
Medical Claim Address: P.O. Box 30539, Salt Lake City, UT 84130-0539
Pharmacy Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-889-6510

MedicareRx
Card #: 23732115706490194 Security Code: 4062

UnitedHealthcare
AARP Medicare Advantage
Choice Plan 1 (PPO) with Dental
KEITH A SAMPLE
Member Number
123456789-00

RxBIN: 610097 RxPCN: 9999 RxGRP: COS
Group Number: 91015 H2577-001-001
Copay: PCP \$0 Specialist \$40

UCard™ For Members: myAARPMedicare.com
Customer Service: 1-866-579-8774, TTY 711
Printed Date: 09/13/2022
Plan Year: 2023

For Providers: Optum.com
Provider Service: 1-888-685-8491
Provider Authorization: 1-888-685-8491
Dental Providers: uhcdental.com 1-877-816-3596
Medicare limiting charges apply.

Payer ID: LIFE1
Medical Claim Address: P.O. Box 30539, Salt Lake City, UT 84130-0539
Pharmacy Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-889-6510

MedicareRx
Card #: 39300909372814420 Security Code: 0474

AARP Medicare Advantage
Member ID: 999999999-00 Group Number: XXXXX
Member: MEMBER SAMPLE Payer ID: xxxxxx
PCP Name: SAMPLE, M.D., PROVIDER
PCP Phone: (999) 999-9999
Copay: PCP \$XX ER \$XX
Spec \$XX
H9999-999-999

UnitedHealthcare
Customer Service Hours: 9 am - 8 pm 7 days/week
Printed: x/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
999-9999
mRx P.O. Box 99999, Healthcare, US 99999

AARP Medicare Advantage
Member ID: 999999999-00 Group Number: XXXXX
Member: MEMBER SAMPLE Payer ID: xxxxxx
PCP Name: SAMPLE, M.D., PROVIDER
PCP Phone: (999) 999-9999
Copay: PCP \$XX ER \$XX
Spec \$XX
H9999-999-999

UnitedHealthcare
Member ID: 999999999-00 Group Number: XXXXX
Member: MEMBER SAMPLE Payer ID: xxxxxx
PCP Name: SAMPLE, M.D., PROVIDER
PCP Phone: (999) 999-9999
Copay: PCP \$XX ER \$XX
Spec \$XX
H9999-999-999

MedicareRx
RxBIN: 610097
RxPCN: 9999
RxGrp: COS

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

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

United Healthcare

2023 HMO plan overview

Referrals are not required for Northern and Southern Plans (*)

Plan name and type	Counties	Plan name and type	Group number
AARP® Medicare Advantage Secure Horizons Plan 1 (HMO-POS)	Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Denver, Douglas, Elbert, Jefferson	H0609-007	N/A
AARP® Medicare Advantage Secure Horizons Plan 2 (HMO-POS)	Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Denver, Douglas, Elbert, Jefferson	H0609-012	N/A
AARP® Medicare Advantage Patriot (HMO-POS)	Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Denver, Douglas, Elbert, Jefferson	H0609-018	N/A
AARP® Medicare Advantage Secure Horizons Plan 1 (HMO-POS)	Larimer, Weld	H0609-034-001*	N/A
AARP® Medicare Advantage Secure Horizons Plan 1 (HMO-POS)	El Paso, Fremont, Pueblo, Teller	H0609-034-002*	N/A
AARP® Medicare Advantage Secure Horizons Plan 2 (HMO-POS)	Larimer, Weld	H0609-036-001*	N/A
AARP® Medicare Advantage Secure Horizons Plan 2 (HMO-POS)	El Paso, Fremont, Pueblo, Teller	H0609-036-002*	N/A
AARP® Medicare Advantage Patriot (HMO-POS)	El Paso, Fremont, Larimer, Pueblo, Teller, Weld	H0609-041*	N/A
UnitedHealthcare® Chronic Complete (HMO-POS CSNP)	Adams, Arapahoe, Boulder, Broomfield, Denver, Douglas, Jefferson	H0609-047	N/A
AARP® Medicare Advantage Plan 1 (HMO-POS)	Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Denver, Douglas, Elbert, Jefferson	H0609-048	N/A
UnitedHealthcare® Chronic Complete Focus (HMO-POS CSNP)	El Paso	H0609-049*	N/A
UnitedHealthcare® Group Medicare Advantage (HMO)	Statewide	H0609-804, H0609-805, H0609-806	1645, 3067, 1572, 1585, 1346, 1802, 2951, 3049

2023 PPO plan overview

Referrals are not required

Plan name and type	Counties	Plan name and type	Group number
AARP® Medicare Advantage Choice Plan 1 (PPO)	Eagle, Gilpin, Grand, Lake, Larimer, Logan, Morgan, Summit, Washington, Weld	H2577-001-001	90091, 90092 Denver/North 91014, 91015 South
AARP® Medicare Advantage Choice Plan 1 (PPO)	Alamosa, Archuleta, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, El Paso, Fremont, Huerfano, Las Animas, Lincoln, Otero, Park, Pueblo, Teller	H2577-001-002	91016, 91017 Denver/North 90093, 90094 South
AARP® Medicare Advantage Walgreens (PPO)	Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Denver, Douglas, Elbert, Jefferson	H2577-002-000	90095, 90096 Denver/North 91010, 91011 South
AARP® Medicare Advantage Choice Rebate (PPO)	Eagle, Gilpin, Grand, Lake, Larimer, Logan, Morgan, Summit, Washington, Weld	H2577-003-001	90097, 90133 Denver/North 91018, 91019 South
AARP® Medicare Advantage Choice Rebate (PPO)	Alamosa, Archuleta, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, El Paso, Fremont, Huerfano, Las Animas, Lincoln, Otero, Park, Pueblo, Teller	H2577-003-002	91020, 91021 Denver/North 90134, 90135 South
AARP® Medicare Advantage Choice Plan 2 (PPO)	Eagle, Gilpin, Grand, Lake, Larimer, Logan, Morgan, Summit, Washington, Weld	H2577-022-000	90039 Denver/North 91012 South
AARP® Medicare Advantage Choice Plan 2 (PPO)	Alamosa, Archuleta, Bent, Chaffee, Conejos, Costilla, Crowley, Custer, El Paso, Fremont, Huerfano, Las Animas, Lincoln, Otero, Park, Pueblo, Teller	H2577-023-000	91013 Denver/North 90057 South

