

# UnitedHealthcare Medicare Advantage administrative changes in Texas

## 2023 quick reference guide

WellMed Medical Management, an affiliate of UnitedHealthcare, manages administrative services for members enrolled in certain UnitedHealthcare® Medicare Advantage, UnitedHealthcare Group Medicare Advantage, UnitedHealthcare Dual Complete® and UnitedHealthcare Chronic Complete® health plans in Texas.

This reference guide will help you identify these members and give you quick access to helpful resources as you work with WellMed. For the plans included in this guide, WellMed administers these services:

- Claim submissions
- Claim reconsiderations
- Hospital admission notifications
- Prior authorization requests
- Referral requests

## Overview: 2023 affected Medicare Advantage plans in Texas

Starting Jan. 1, 2023, WellMed will manage administrative services for the following plans.

City or market	Centers for Medicare & Medicaid Services (CMS) Contract	Plan name and type
Houston	H4514-018-000	UnitedHealthcare Dual Complete® Select (HMO-POS D-SNP)*
West Texas	H1278-003-000	AARP® Medicare Advantage Choice (PPO)
East Texas	H4514-017-000 H4514-019-000	AARP® Medicare Advantage (HMO-POS)* UnitedHealthcare Dual Complete Select (HMO-POS D-SNP)*
North Texas	H4527-045-000	AARP® Medicare Advantage (HMO-POS)*

\*New plans for 2023

**Please note** WellMed doesn't manage administrative services for members assigned to a primary care provider (PCP) in:

- Southwestern Health Resources (North Texas)
  - o Please use the claims submission information on the member's ID card
- HealthTexas Medical Group (San Antonio)
  - o Please use the claims submission information on the member's ID card



### 2023 Medicare Advantage ID card

Member IDs for the affected plans will show the **payer ID WELM2** and have **eprg.wellmed.net** listed as the **For Providers** contact.



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

- Nearly all UnitedHealthcare Individual Medicare Advantage plan members, including D-SNP, 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 card

UnitedHealthcare  
Sample Plan Name with Dental

**Member A Sample**

Member Number  
123456789-00

RxBIN RxPCN RxGRP  
99999 9999 XXX

Group Number: 30000X H0000-000-000  
PCP: Dr. Sample  
PCP: 999-999-9999 Referral Required  
Copay: PCP \$XX Specialist: \$XX

UCard™

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  
[Medicare limiting charges apply.]

Printed Date: xx/xx/xxxx  
Plan Year: xxxx

Medicare National Network

Printed Date: xx/xx/xxxx  
Plan Year: xxxx

9, City Name, State 99999-9999  
309999, City Name, State 99999-9999

Security Code: 9999

Card #: 9999 9999 9999 99999 Security Code: 9999



## Verify member eligibility

Verify member eligibility at the time of service online using electronic data interchange (EDI) or by phone.

**Online:** The UnitedHealthcare Provider Portal gives you instant access to the latest eligibility and benefits information in real time without needing to pick up the phone. You can quickly check coverage dates, policy information, detailed benefits information and get a copy of the digital ID card. Go to **UHCprovider.com** and click the Sign in button in the top right corner, then select Eligibility and Benefits.

**EDI:** Use Transactions 270 (Inquiry) and 271 (Response) through your vendor or clearinghouse.

**Phone:** Call **877-842-3210**



## Referral requests

When WellMed-managed plans require referrals, submit requests online at [eprg.wellmed.net](https://eprg.wellmed.net).



## Claims

### Submitting claims to WellMed

**Electronic:** Use **payer ID WELM2** or use your clearinghouse's **WellMed** payer ID

**Paper:** WellMed Claims, P.O. Box 30508, Salt Lake City, UT 84130-0508

### Checking claims status

Only submit duplicate claims if there's no payment or an explanation of payment 45 days after submitting.

- View prior authorization request requirements and submit your request and clinical information at [eprg.wellmed.net](https://eprg.wellmed.net)
- Call **800-550-7691**

### Submitting claim reconsiderations to WellMed

For these plans, submit claim reconsideration requests to the same claims address.

**Claims and reimbursement for Dual Special Needs Plans (DSNPs):** UnitedHealthcare Dual Complete Choice Premier (H2228-041), UnitedHealthcare Dual Complete (H4514-013-001, H4514-013-002, H4514-013-003), UnitedHealthcare Dual Complete Select (H4514-019) and UnitedHealthcare Dual Complete (H5322-025)

- Submit claims to WellMed. WellMed will reimburse you for the member's medical services. UnitedHealthcare will reimburse you for the applicable member cost share.



## Prior authorization requests and advance notification

For plans administered by **WellMed**, submit a request at least 14 days before the planned date of service.

- View prior authorization request requirements and submit your request and clinical information at [eprg.wellmed.net](https://eprg.wellmed.net)
- Call **877-757-4440**

WellMed will honor prior authorization requests reviewed and approved by UnitedHealthcare for services with dates of service starting in calendar year 2022 but rendered in 2023.



## Hospital admission notification

Please notify WellMed no later than 1 business day after admission.

- Call **877-490-8982**
- Fax **877-757-8885**

WellMed will continue to manage administrative services for members of these plans in 2023

### AARP® Medicare Advantage plans

H1278-004 AARP® Medicare Advantage Walgreens (PPO)  
H1278-005 AARP® Medicare Advantage Choice (PPO)  
H1278-010 AARP® Medicare Advantage Choice (PPO)  
H1278-013 AARP® Medicare Advantage Choice (PPO)  
H1278-014 AARP® Medicare Advantage Choice (PPO)

H1278-015 AARP® Medicare Advantage Choice (PPO) H1278-016 AARP® Medicare Advantage Choice (PPO)
H2228-023 AARP® Medicare Advantage Choice (PPO)
H4514-007 AARP® Medicare Advantage Plan 2 (HMO-POS) H4514-014 AARP® Medicare Advantage Ally (HMO-POS)
H4527-001 AARP® Medicare Advantage (HMO-POS) H4527-002 AARP® Medicare Advantage (HMO-POS) H4527-005 AARP® Medicare Advantage (HMO-POS) H4527-013 AARP® Medicare Advantage (HMO-POS) H4527-024 AARP® Medicare Advantage Patriot (HMO-POS) H4527-037 AARP® Medicare Advantage Plan 1 (HMO-POS)
H4590-010 AARP® Medicare Advantage Secure Horizons (HMO-POS) H4590-012 AARP® Medicare Advantage Secure Horizons Plan 1 (HMO-POS) H4590-025 AARP® Medicare Advantage Secure Horizons (HMO-POS) H4590-027 AARP® Medicare Advantage Patriot (HMO-POS) H4590-029 AARP® Medicare Advantage Patriot (HMO-POS) H4590-041 AARP® Medicare Advantage Secure Horizons Plan 2 (HMO-POS) H4590-042 AARP® Medicare Advantage (HMO-POS) H4590-043 AARP® Medicare Advantage (HMO-POS) H4590-045 AARP® Medicare Advantage (HMO-POS) H4590-803 UnitedHealthcare Group Medicare Advantage (HMO)
<b>UnitedHealthcare Chronic Complete plans</b>
H4514-015 UnitedHealthcare Chronic Complete Ally (HMO-POS C-SNP) H4527-039 UnitedHealthcare Chronic Complete (HMO-POS C-SNP) H4527-040 UnitedHealthcare Chronic Complete (HMO-POS C-SNP) H4527-041 UnitedHealthcare Chronic Complete (HMO-POS C-SNP) H4527-042 UnitedHealthcare Chronic Complete (HMO-POS C-SNP) H4590-037 UnitedHealthcare Chronic Complete (HMO-POS C-SNP) H4590-044 UnitedHealthcare Medicare Advantage Ally (HMO-POS C-SNP)
<b>Statewide plans</b>
R6801-008 UnitedHealthcare Medicare Silver (Regional PPO C-SNP)
R6801-009 UnitedHealthcare Medicare Gold (Regional PPO C-SNP)
R6801-011 UnitedHealthcare Dual Complete Choice (Regional PPO D-SNP)
R6801-012 UnitedHealthcare Medicare Advantage Choice (Regional PPO)

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**UnitedHealthcare Dual Complete plans**

H2228-041 UnitedHealthcare Dual Complete Choice Premier (PPO D-SNP)  
H4514-013-001 UnitedHealthcare Dual Complete (HMO-POS D-SNP)  
H4514-013-002 UnitedHealthcare Dual Complete (HMO-POS D-SNP)  
H4514-013-003 UnitedHealthcare Dual Complete (HMO-POS D-SNP)  
H4514-016 UnitedHealthcare Dual Complete Ally (HMO-POS D-SNP)  
H4527-003 UnitedHealthcare Dual Complete Select (HMO-POS D-SNP)  
H4527-004 UnitedHealthcare Dual Complete Select (HMO-POS D-SNP)  
H4527-006 UnitedHealthcare Dual Complete Select (HMO-POS D-SNP)  
H4527-015 UnitedHealthcare Dual Complete (HMO-POS D-SNP)  
H4590-020 UnitedHealthcare Dual Complete (HMO-POS D-SNP)  
H4590-022 UnitedHealthcare Dual Complete (HMO-POS D-SNP)  
H4590-033 UnitedHealthcare Dual Complete (HMO-POS D-SNP)  
H5322-025 UnitedHealthcare Dual Complete (HMO-POS D-SNP)  
H5322-026 UnitedHealthcare Dual Complete Select (HMO-POS D-SNP)

UnitedHealthcare will manage the administrative services for members of these plans

H0710-020 UnitedHealthcare Nursing Home Plan (PPO I-SNP)  
H5652-001 Erickson Advantage® Signature with Drugs (HMO-POS)  
H5652-002 Erickson Advantage Signature without Drugs (HMO-POS)  
H5652-003 Erickson Advantage Guardian (HMO-POS I-SNP)  
H5652-004 Erickson Advantage Champion (HMO-POS C-SNP)  
H5652-006 Erickson Advantage Freedom (HMO-POS)  
H2001 (all) UnitedHealthcare Group Medicare Advantage (PPO)  
-This includes groups 13502 and 13503 (San Antonio Water System retirees)