

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

- **covermy meds.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

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, Monday–Friday
- For educational resources, visit UHCprovider.com/training



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 > Network Help.



2023 plan overview (cont.)

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
AARP® Medicare Advantage Choice (PPO)	Amelia, Charles City, Chesterfield, Colonial Heights City, Goochland, Hanover, Henrico, Hopewell City, New Kent, Petersburg City, Powhatan, Richmond City	H2577-013	74069
AARP® Medicare Advantage Choice (PPO)	Accomack, Albemarle, Bath, Brunswick, Buckingham, Caroline, Carroll, Charlottesville City, Clarke, Cumberland, Dinwiddie, Emporia City, Essex, Fauquier, Fluvanna, Franklin City, Frederick, Fredericksburg City, Galax City, Giles, Gloucester, Greene, Greensville, Highland, King and Queen, King George, King William, Lancaster, Louisa, Lunenburg, Madison, Mathews, Mecklenburg, Middlesex, Nelson, Northampton, Northumberland, Nottoway, Orange, Page, Patrick, Prince George, Pulaski, Rappahannock, Richmond, Shenandoah, Southampton, Spotsylvania, Stafford, Sussex, Warren, Westmoreland, Winchester City	H2577-014	17079
AARP® Medicare Advantage Choice (PPO)	Alleghany, Amherst, Appomattox, Augusta, Bedford, Botetourt, Buena Vista City, Campbell, Charlotte, Covington City, Craig, Danville City, Floyd, Franklin, Halifax, Henry, Lexington City, Lynchburg City, Martinsville City, Montgomery, Pittsylvania, Prince Edward, Radford City, Roanoke, Roanoke City, Rockbridge< Rockingham, Salem City, Staunton City	H2577-027	74084
AARP® Medicare Advantage Choice Plan 1 (PPO)	Alexandria City, Arlington, Fairfax, Fairfax City, Falls Church City, Loudoun, Manassas City, Manassas Park City, Prince William	H2577-009	72771
AARP® Medicare Advantage Flex Plan (HMO-POS)	Chesapeake City, Hampton City, Isle of Wight, James City, Newport News City, Norfolk City, Poquoson City, Portsmouth City, Suffolk City, Virginia Beach City, Williamsburg City, York	H5253-087	71274
AARP® Medicare Advantage Flex Plan 2 (HMO-POS)	Chesapeake City, Hampton City, Isle of Wight, James City, Newport News City, Norfolk City. Poquoson City, Suffolk City, Virginia Beach City, Williamsburg City, York	H5253-088	71206

2023 plan overview (cont.)

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
AARP® Medicare Advantage Patriot (PPO)	Accomack, Albemarle, Alexandria City, Alleghany, Amelia, Amherst, Appomattox, Arlington, Augusta, Bath, Bedford, Botetourt, Brunswick, Buckingham, Buena Vista City, Campbell, Caroline, Carroll, Charles City, Charlotte, Charlottesville City, Chesapeake City, Chesterfield, Clarke, Colonial Heights City, Covington City, Craig, Cumberland, Danville City, Dinwiddie, Emporia City, Essex, Fairfax, Fairfax City, Falls Church City, Fauquier, Floyd, Fluvanna, Franklin, Franklin City, Frederick, Fredericksburg City, Galax City, Giles, Gloucester, Goochland, Greene, Greensville, Halifax, Hampton City, Hanover, Henrico, Henry, Highland, Hopewell City, Isle of Wight, James City, King and Queen, King George, King William, Lancaster, Lexington City, Loudoun, Louisa, Lunenburg, Lynchburg City, Madison, Manassas City, Manassas Park City, Mathews, Mecklenburg, Middlesex, Montgomery, Nelson, New Kent, Newport News City, Norfolk City, Northampton, Northumberland, Nottoway, Orange, Page, Patrick, Petersburg City, Pittsylvania, Poquoson City, Portsmouth City, Powhatan, Prince Edward, Prince George, Prince William, Pulaski, Radford City, Roanoke, Roanoke City, Rockbridge, Rappahannock, Rockingham, Richmond, Richmond City, Salem City, Shenandoah, Southampton, Spotsylvania, Stafford, Staunton City, Suffolk City, Surry, Sussex, Virginia Beach City, Warren, Waynesboro City, Westmoreland, Williamsburg City, Winchester City	H2577-015	17080
AARP® Medicare Advantage Plan 1 (HMO-POS)	Alleghany, Amherst, Appomattox, Augusta, Bedford, Botetourt, Buena Vista City, Campbell, Charlotte, Covington City, Craig, Danville City, Floyd, Franklin, Halifax, Henry, Lexington City, Lynchburg City, Martinsville City, Montgomery, Pittsylvania, Prince Edward, Radford City, Roanoke, Roanoke City, Rockbridge, Rockingham, Salem City, Staunton City, Waynesboro City	H5253-111-001	71272
AARP® Medicare Advantage Plan 1 (HMO-POS)	Amelia, Charles City, Chesterfield, Colonial Heights City, Goochland, Hanover, Henrico, Hopewell City, New Kent, Petersburg city, Powhatan, Richmond City	H5253-111-002	72810
AARP® Medicare Advantage Plan 2 (HMO-POS)	Alleghany, Amherst, Appomattox, Augusta, Bedford, Botetourt, Buena Vista City, Campbell, Charlotte, Covington City, Craig, Danville City, Floyd, Franklin, Halifax, Henry, Lexington City, Lynchburg City, Martinsville City, Montgomery, Pittsylvania, Prince Edward, Radford City, Roanoke, Roanoke City, Rockbridge, Rockingham, Salem City, Staunton City, Waynesboro City	H5253-112-001	712051 72813

