

Administrative Changes for UnitedHealthcare Medicare Advantage Members in Indiana

Quick Reference Guide

Effective for dates of service beginning Jan. 1, 2019 and continuing through 2020, some administrative processes will change for members assigned to American Health Network in the following UnitedHealthcare Medicare Advantage benefit plans. We've put this guide together to help you understand the changes to administrative processes, including:

- Prior authorization requests
- Hospital admission notifications
- Claims submission

These plans and group numbers will be included in these administrative changes:

- AARP® MedicareAdvantage® Choice® (PPO)
 - Contract numbers: H2228-022, 064, 065, 066
 - Group numbers: 67034, 90101, 90102, 90103, 90105, 90106
- AARP® MedicareAdvantage® Choice® Plan 1 (PPO)
 - Contract numbers: H2228-019, 021
 - Group numbers: 67030, 67026
- AARP® MedicareAdvantage® Choice® Plan 2 (PPO)
 - Contract numbers: H2228-080, 081
 - Group numbers: 90126, 90127, 90128
- AARP® MedicareAdvantage® Focus® (PPO)
 - Contract numbers: H2228-020
 - Group number: 74000
- AARP® MedicareAdvantage® Plan 1® and Plan 2® (HMO-POS)
 - Contract numbers: H2802-008, 010, 012, 015, 016, 018, 020,
 - Group numbers: 00744, 00745, 00748, 00749, 00750, 00751, 00754, 00755, 00756, 00758, 00759, 00761, 00762,
- AARP® MedicareAdvantage® Profile® (HMO-POS)
 - Contract number: H2802-007
 - Group numbers: 00746, 00747

If you have questions, please call us at **877-842-3210**. Thank you.



Prior Authorization Guidelines

For these members, the services that require a prior authorization request will be listed in the UnitedHealthcare Medicare Advantage Prior Authorization list at UHCprovider.com/priorauth > Plan Requirements for Advance Notification/Prior Authorization.

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Submitting Prior Authorization Requests

Submit your request at least 14 days before the planned date of service.

Online

- Submit your request at eprg.wellmed.net. Please include any clinical information associated with the requested service.

By Phone

- 877-299-7213

By Fax

- 866-322-7276



Hospital Inpatient Notification

Please notify WellMed of hospital admissions no later than one business day after admission by calling **877-490-8982** or faxing 877-757-8885.



Claims Submission

Please submit claims for American Health Network members to the following electronic Payer ID or mailing address:

Electronically

- Payer ID WELM2
- Work with your clearinghouse to use their WellMed payer ID

By Mail

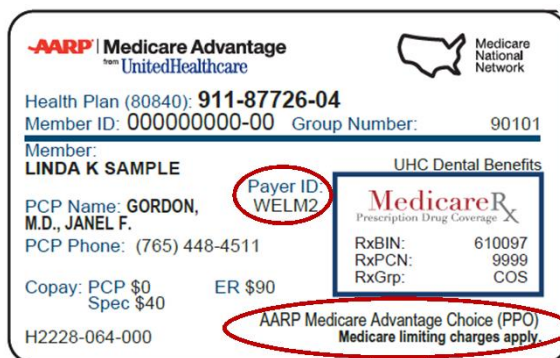
- WellMed Claims, P.O. Box 400066, San Antonio, TX 78229

To check the status of your claims submission, you can call **800-550-7691** or log into eprg.wellmed.net.



Member ID Cards

Members in the affected plans will get new member ID cards that show the payer ID WELM2 or have eprg.wellmed.net listed as the care provider contact.



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AARP Medicare Advantage
UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

Health Plan (80840): **911-87726-04**
Member ID: 000000000-00 Group Number: 00750

Member:
VIRGINIA A SAMPLE

UHC Dental Benefits

PCP Name:
CRASE, M.D., JOHN D.

PCP Phone: (812) 944-8451

Copay: PCP \$5
Spec \$40

ER \$90

H2802-012-000

Payer ID: WELM2

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

AARP Medicare Advantage Plan 1 (HMO-POS)
American Health Network

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 12/30/2019



For Members

Website: www.myAARPMedicare.com
Customer Service: 1-800-643-4845 TTY 711
NurseLine: 1-877-365-7949 TTY 711
Behavioral Health: 1-800-985-2596 TTY 711
Dental: 1-800-643-4845 TTY 711

For Providers

<https://eprg.wellmed.net> 1-800-550-7694
Medical Claim Address: P.O. Box 400066, San Antonio, TX 78229-0066
Provider Authorizations: 1-877-757-4440
UHC Dental Providers: www.UHCdental.com 1-877-816-3596

UHC Renew Active

For Pharmacists 1-877-889-6510
Pharmacy Claims OptumRx P.O. Box 650287, Dallas, TX 75265-0287

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