



# 2019 Medicare Referral-Required Plans Quick Reference Guide

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



## Link and UHCprovider.com

Link's self-service tools can quickly provide the comprehensive information you may need for most UnitedHealthcare benefit plans – without the extra step of calling for information. Use Link to perform secure online transactions such as checking member eligibility and benefits, managing claims and requesting prior authorization. You can capture screenshots of your activity or record reference numbers for better documentation.

To sign in to Link, go to [UHCprovider.com](https://UHCprovider.com) and click on the Link button in the top right corner. If you aren't registered yet, go to UHCprovider.com and select "New User" to begin registration.

To learn more about using Link, please visit [UHCprovider.com/Link](https://UHCprovider.com/Link).



## Provider Services

**Phone:** 877-842-3210

Call us to:

- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims status
- Request prior authorization
- Update facility/practice data

You'll be prompted to enter the patient's date of birth, date of service and member ID number.



## Claims Submission

**Electronic:** Payer ID 87726

**Paper:** See the back of the member's ID card



## Vision

**Online:** [myuhcvision.com](https://myuhcvision.com)

**Phone:** 800-638-3120

Monday – Friday, 7 a.m. – 10 p.m. Central Time



## Dental

**Online:** [dbp.com](https://dbp.com)

**Phone:** 877-816-3596

Monday – Friday, 7 a.m. – 10 p.m. Central Time



## Hearing

**Online:** [hihealthinnovations.com/uhc](https://hihealthinnovations.com/uhc)

**Phone:** 855-523-9355

Monday – Friday, 7 a.m. – 6 p.m. Central Time



## Behavioral Health Services

**Phone:** 800-985-2596



## Prior Authorization Requests and Care Coordination Notification

**Online:** Sign in to Link by going to UHCprovider.com and clicking on the Link button in the top right corner. Then, select the Prior Authorization and Notification tool on your Link dashboard.

**Phone:** 877-842-3210



## Prescription Drug Orders Home Delivery Mail Service

**Online:** [optumrx.com](https://optumrx.com)

**Phone:** 800-791-7658

Monday – Friday, 8 a.m. – 8 p.m. Central Time



## Network Management

**Online:** [UHCprovider.com/contact-us](https://UHCprovider.com/contact-us)

If you have questions about credentialing, contracts, demographic changes and other topics, please contact your network representative.



### Referral Requests

**Online:** UHCprovider.com > Menu > Prior Authorizations and Notifications > Check the Status of a Referral Submission  
**Phone:** 877-842-3210

**Referral Submission Requirements** Referrals must be submitted by the member's primary care physician (PCP) or by a PCP within the same tax ID number. Specialists can't request referrals in our system; they must ask the PCP to make the referral.

Referrals are accepted to network physicians only. The PCP should submit referrals by using the referralLink tool on Link. Sign in to Link by going to **UHCprovider.com** and clicking on the Link button in the top right corner.

Referrals may take up to two business days to update in the system. They may be backdated up to five calendar days before the date of entry. If you provide services and a referral is not on file, those services will not be covered. They cannot be billed to the member.

If you need to refer a member to an out-of-network provider, please request prior authorization by calling Provider Services at **877-842-3210** or using the Prior Authorization and Notification tool on Link. To access the tool, sign into Link clicking on the Link button in the top right corner of **UHCprovider.com**. Then, select the Prior Authorization and Notification tile on your Link dashboard.

All care providers may call **877-842-3210** to request a one-time exception to issue a referral. At that time, the member will need to select a PCP.



### Eligible Services That Don't Require Referrals

- Any service provided by a network PCP or network physician participating under the same taxID as the member's assigned PCP
- Any service from a network OB-GYN, chiropractor, optometrist, ophthalmologist, optician, podiatrist, audiologist, oncologist, nutritionist, disease management or infectious disease specialist
- Services performed in an observation setting

- Allergy immunotherapy
- Mental health or substance use services with behavioral health clinicians
- Any services from a pathologist or inpatient consulting physician, including hospitalists
- Any services from an anesthesiologist, excluding office-based services or pain management services obtained in an office or in an outpatient setting
- Services rendered in an emergency room, emergency ambulance or in a network urgent care center, convenience clinic or virtual visit
- Medicare-covered preventive services, kidney disease education or diabetes self-management training
- Routine annual physical exams, vision or hearing exams
- Any laboratory or radiological testing series, excluding radiation therapy
- Durable medical equipment, home health, prosthetic/orthotic devices, medical supplies, diabetic testing supplies or Medicare Part B drugs
- Additional coverage that may be included by some Medicare Advantage plans but are not covered by Medicare, such as hearing aids, routine eyewear, fitness membership or outpatient prescription drugs
- Services obtained under the UnitedHealthcare Passport® Program, which allows for services while traveling



### AARP® Medicare Complete® Plans 2019

**AARP Medicare Complete**  
UnitedHealthcare

Health Plan (80840): **911-87726-04**  
Member ID: 999999999-00 Group Number: 04535

Member: MEMBER NAME Payer ID: 87726 UHC Dental Benefits

PCP Name: PHYSICIAN NAME Payer ID: 87726 MedicareRx Prescription Drug Coverage X  
PCP Phone: (999) 999-9999 RxBIN: 610097 RxPCN: 9999 RxGrp: COS

Copay: PCP \$5 ER \$90 Referral Required  
Spec \$40 AARP Medicare Complete Plan 1 (HMO) w/Dental Platinum  
H4089 PBP# 001

Customer Service Hours: 9 am - 8 pm 7 days/week Printed: 10/08/2018

For Members:  
Website: www.myAARPMedicare.com  
Customer Service: 1-800-643-4845 TTY 711  
NurseLine: 1-877-365-7949 TTY 711  
Behavioral Health: 1-800-965-2596 TTY 711  
Dental: 1-800-643-4845 TTY 711

For Providers: www.UHCprovider.com 1-877-842-3210  
Medical Claim Address: P.O. Box 34362, Salt Lake City, UT 84131-0362  
PCP to send electronic referrals  
UHC Dental Provider: www.UHCdental.com 1-877-816-3596

UHC  
Give. Share. Care.

For Pharmacists: 1-877-888-6510  
Pharmacy Claims OptumRx: P.O. Box 26045, Hot Springs, AR 71903

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

**2019 Medicare Advantage Referral-Required Plans Administered by UnitedHealthcare**

State	Counties	Name	CMS Contract
Arizona	Yavapai	AARP® MedicareComplete®	H5253-036
Florida	Alachua, Bay, Brevard, Charlotte, Citrus, Clay, Collier, Columbia, Desoto, Duval, Escambia, Gilchrist, Hardee, Hernando, Highlands, Hillsborough, Indian River, Lee, Levy, Manatee, Martin, Nassau, Okaloosa, Orange, Osceola, Pasco, Pinellas, Polk, Sarasota, Seminole, St. Lucie, Santa Rosa, Suwannee and Walton  <b>New counties for 2019:</b> Flager, Gadsden, Holmes, Jackson, Leon, Putnam, St. Johns, Volusia and Washington	AARP® MedicareComplete® AARP® MedicareComplete® Plan 2 AARP® MedicareComplete® Focus	H1045-026 H1045-028 H1045-030 H1045-031 H1045-032 H1045-033 H1045-034 H1045-036 *H1045-041 H1045-042 H1045-043 *H1045-045
Illinois	Cook, Dekalb, DuPage, Grundy, Kane, Kankakee, Kendall, Lake, McHenry and Will  <b>New counties for 2019:</b> McLean	AARP® MedicareComplete® Access AARP® MedicareComplete® Plan 1 AARP® MedicareComplete® Plan 2	*H2802-024 H2802-025 H2802-026
Louisiana	Jefferson, Lafourche, Orleans, St. Bernard and St. Charles	AARP® MedicareComplete® Plan 1 AARP® MedicareComplete® Plan 2	H4089-001 H4089-002
Massachusetts	Bristol, Essex, Hampden, Middlesex, Plymouth, Suffolk and Worcester	AARP® MedicareComplete® Plan 1 AARP® MedicareComplete® Plan 2 AARP® MedicareComplete® Plan 3	H1944-001 H1944-004 H1944-005 H1944-006 H1944-021 H1944-022
Rhode Island	Bristol, Kent, Newport, Providence and Washington	AARP® MedicareComplete® Essential® AARP® MedicareComplete® Plan 1 AARP® MedicareComplete® Plan 2 AARP® MedicareComplete® Plan 3	H1944-014 H1944-015 H1944-016 H1944-020
Texas	Aransas, Austin, Brazoria, Fort Bend, Hardin, Harris, Hays, Jefferson, Kleberg, Liberty, Montgomery, Nueces, Travis, San Patricio, and Williamson  <b>New counties for 2019:</b> Bell, Brazos, Cameron, Falls, Galveston, Grimes, Hidalgo, Hill, Matagorda, Maverick, McLennan, Orange, Starr, Victoria, Webb, Wharton, Willacy, Zavala	AARP® MedicareComplete® Focus AARP® MedicareComplete® Focus Essential AARP® MedicareComplete® Plan 1 AARP® MedicareComplete® Plan 2	H4514-007 H4527-001 H4527-002 H4527-013 H4527-024 H4527-037 *H4527-038

\* New plans in 2019

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract. Enrollment in the plan depends on the plan's contract renewal with Medicare. AARP® Medicare Complete Plans carry the AARP® name, and UnitedHealthcare Insurance Company pays royalty fees to AARP® for the use of its intellectual property. These fees are used for the general purposes of AARP®.