

# 2020 Medicare Referral-Required Plans

## Quick Reference Guide

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



### UHCprovider.com and Link

Link is your gateway to UnitedHealthcare's online tools. To sign in to Link, go to [UHCprovider.com](https://UHCprovider.com) and click on the Link button in the top right corner. On Link you can:

- Check patient eligibility and benefits
- Check claims status and submit reconsideration requests
- Watch videos on demand in UHC On Air
- Submit and check referral status

If you have questions, visit [UHCprovider.com/link](https://UHCprovider.com/link) or call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 1, from 7 a.m. to 9 p.m. Central Time, Monday through Friday.



### Provider Hotline

Call us at **877-842-3210** to:

- Confirm member eligibility and benefits
- Provide care coordination notifications
- Check claims status
- Request prior authorization
- Update facility/practice data
- Submit an appeal request



**Tip:** You can go online to get much of this information and submit transactions. To learn more, please go to [UHCprovider.com/link](https://UHCprovider.com/link).

You'll be prompted to enter your patient's date of birth, the date of service and the member ID and group number as shown on the member's ID card.



### Claims Submission

**Electronic:** To submit claims by Electronic Data Interchange (EDI), please use **payer ID 87726**. Learn more at [UHCprovider.com/edi](https://UHCprovider.com/edi).

**Paper:** Please submit paper claims to the address listed on the back of the member's ID card.



### Prior Authorization Requests and Care Coordination Notifications

Request prior authorization and provide care coordination notifications.

**877-842-3210**

**UHCprovider.com** > [Prior Authorization and Notification Resources](#)



### Prescription Medications

#### OptumRx.com

Mail Order

- Call **800-791-7658**, Monday through Friday, 8 a.m. to 8 p.m. Central Time
- Fax **800-491-7997**

Oral Drug Prior Authorization Requests

- Call **800-711-4555**, option 1
- Fax **800-527-0531**

Injectable Drugs Prior Authorization Requests

- Call **800-711-4555**, option 2
- Fax **800-853-3844**

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### Behavioral Health Services

Please refer to the member's ID card for their behavioral health provider phone number.



### Routine Vision: UnitedHealthcare Vision

[spectera.com](http://spectera.com)

**800-638-3120**

Monday through Friday, 7 a.m. to 10 p.m., and Saturday, 8 a.m. to 5:30 p.m. Central Time



### Routine Hearing: UnitedHealthcare Hearing

[UHChearing.com](http://UHChearing.com)

**855-523-9355**

Monday through Friday, 8 a.m. to 8 p.m. Central Time



### Dental

[dbp.com](http://dbp.com)

**877-816-3596**

Monday through Friday from 7 a.m. to 10 p.m. Central Time

### Eligible Services That Don't Require Referrals

- Any service provided by a network PCP or network physician participating under the same tax ID 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
- 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

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### Other Resources



You'll find information in our Care Provider Administrative Guides at [UHCprovider.com/guides](http://UHCprovider.com/guides). If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at [UHCprovider.com](http://UHCprovider.com) > Contact Us > [Network Contacts](#).

### 2020 AARP® Medicare Advantage Sample ID Card



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

### 2020 Medicare Advantage Referral-Required Plans Administered by UnitedHealthcare

State	Counties	Name	CMS Contract
Arizona	Yavapai	AARP® Medicare Advantage (HMO)	H5253-036-000
Florida	Alachua, Bay, Brevard, Charlotte, Citrus, Clay, Collier, Columbia, DeSoto, Duval, Escambia, Flagler, Gadsden, Gilchrist, Hardee, Hernando, Highlands, Hillsborough, Holmes, Indian River, Jackson, Lake, Lee, Leon, Levy, Manatee, Marion, Martin, Nassau, Okaloosa, Orange, Osceola, Pasco, Pinellas, Polk, Putnam, Sarasota, Seminole, St. Johns, St. Lucie, Santa Rosa, Sumter, Suwannee, Volusia, Walton and Washington	AARP® Medicare Advantage (HMO-POS) AARP® Medicare Advantage (HMO) AARP® Medicare Advantage Plan 2 (HMO) AARP® Medicare Advantage Focus (HMO-POS) UnitedHealthcare Medicare Advantage Walgreens (HMO C-SNP)	H1045-026-000 H1045-028-000 H1045-030-000 H1045-031-000 H1045-032-000 H1045-033-000 H1045-034-000 H1045-036-000 H1045-041-000 H1045-042-000 H1045-043-000 H1045-045-000 *H1045-048-001 *H1045-048-002 *H1045-048-003 *H1045-048-004
Idaho	Ada, Canyon, Gem	AARP® Medicare Advantage Focus (HMO)	*H4604-015-000

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Illinois	Cook, DeKalb, DuPage, Kane, Kankakee, Kendall, Lake, McLean, McHenry and Will	AARP® Medicare Advantage Access (HMO)  AARP® Medicare Advantage Plan 1 (HMO)  AARP® Medicare Advantage Plan 2 (HMO)	H2802-024-000 H2802-025-000  H2802-026-000
Massachusetts	Bristol, Essex, Hampden, Middlesex, Plymouth, Suffolk and Worcester	AARP® Medicare Advantage Plan 1 (HMO)  AARP® Medicare Advantage Plan 2 (HMO)  AARP® Medicare Advantage Plan 3 (HMO)	H1944-001-000 H1944-004-000 H1944-005-000 H1944-006-000 H1944-021-000 H1944-022-000
Rhode Island	Bristol, Kent, Newport, Providence and Washington	AARP® Medicare Advantage Plan 1 (HMO-POS)  AARP® Medicare Advantage Plan 2 (HMO-POS)  AARP® Medicare Advantage Plan 3 (HMO-POS)  AARP® Medicare Advantage Essential (HMO-POS)	H1944-014-000 H1944-015-000 H1944-016-000 H1944-020-000
Utah	Iron, Washington	AARP® Medicare Advantage (HMO)	*H4604-016-000

\* New plans in 2020