



# Medicare Advantage Plans in Connecticut Insured through UnitedHealthcare 2019 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](https://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

Payer ID E3287 for Optum Delegated Members

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



## Vision

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

**Phone:** 800-638-3120

Monday – Friday, 8 a.m. – 11 p.m. Eastern Time



## Dental

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

**Phone:** 877-816-3596

Monday – Friday, 8 a.m. – 11 p.m. Eastern Time



## Behavioral Health Services

**Phone:** 800-985-2596



## Hearing – hi HealthInnovations

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

**Phone:** 855-523-9355

Monday – Friday, 9 a.m. – 6 p.m. Eastern Time

## Hearing – Epic

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

**Phone:** 866-956-5400

Monday – Friday, 9 a.m. – 9 p.m. Eastern Time



## Prior Authorization Requests and Care Coordination Notification

**Online:** Sign in to Link by going to [UHCprovider.com](https://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

## Prior Authorization Requests for Optum Delegated Members

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

**Phone:** 888-556-7048



## Caregiver Support Services

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

**Phone:** 888-303-6163

Monday – Friday, 9 a.m. – 6 p.m. Eastern Time



### Prescription Drug Orders Home Delivery Mail Service

**Online:** optumrx.com  
**Mail Order Phone:** 800-791-7658  
Monday – Friday, 9 a.m. – 9 p.m. Eastern Time  
**Fax:** 800-491-7997

### Oral Drugs Prior Authorization

**Online:** covermymeds.com/epa/optumrx  
**Phone:** 800-711-4555, option 1  
**Fax:** 800-527-0531

### Injectable Drugs Prior Authorization

**Phone:** 800-711-4555, option 2  
**Fax:** 800-853-3844  
**Optum Delegated Members Phone:** 888-556-7048



### Network Management

**Online:** UHCprovider.com/contact-us  
If you have questions about credentialing, contracts, demographic changes and other topics, please contact your network representative.



### Member Information

Members may call the number on the back of their ID card with questions.



### UnitedHealthcare Medicare Plans 2019 Sample Member ID Cards

**UnitedHealthcare** **PASSPORT**  
Health Plan (80840): **911-87726-04**  
Member ID: QA00001-00 Group Number: 27040  
Member: \_\_\_\_\_  
Payer ID: 87726 UHC Dental Benefits  
PCP Name: \_\_\_\_\_  
PCP Phone: \_\_\_\_\_  
Copay: PCP \$5 ER \$90  
Spec \$30  
H0755 PBP# 030  
UnitedHealthcare MedicareComplete Plan 1 (HMO)

**MedicareRx**  
Prescription Drug Coverage  
RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

**UnitedHealthcare** **PASSPORT**  
Health Plan (80840): **911-87726-04**  
Member ID: 999999999-00 Group Number: 27153  
Member: \_\_\_\_\_  
Payer ID: E3287 UHC Dental Benefits  
PCP Name: \_\_\_\_\_  
PCP Phone: \_\_\_\_\_  
Copay: PCP \$10 ER \$90  
Spec \$40  
H0755 PBP# 031  
UnitedHealthcare MedicareComplete Plan 2 (HMO)  
OptumCare Network of Connecticut

**MedicareRx**  
Prescription Drug Coverage  
RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 11/14/2018

**For Members**  
Website: www.myUHCMedicare.com  
Customer Service: 1-800-711-0646 TTY 711  
NurseLine: 1-877-365-7949 TTY 711  
Behavioral Health: 1-800-985-2596 TTY 711  
Dental: 1-800-711-0646 TTY 711

**For Providers** www.UHCprovider.com 1-877-842-3210  
Medical Claim Address: P.O. Box 31362, Salt Lake City, UT 84131-0362

UHC Dental Providers: www.UHCdental.com 1-877-816-3596

UHC **Renew Active** **NO Referral Required**

For Pharmacists 1-877-889-6510  
Pharmacy Claims OptumRx P.O. Box 29045, Hot Springs, AR 71903

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 08/24/2018

**For Members**  
Website: www.MyUHCMedicare.com  
Customer Service: 1-800-711-0646 TTY 711  
NurseLine: 1-877-365-7949 TTY 711  
Behavioral Health: 1-800-985-2596 TTY 711  
Utilization Mgmt: 1-888-556-7048

**For Providers** www.OptumCare.com 1-888-556-7048  
Medical Claim Address: P.O. Box 2500, Rancho Cucamonga, CA 91729-2500

UHC Dental Providers: www.UHCdental.com 1-877-816-3596

UHC **Renew Active** **NO Referral Required** **OPTUM Care**

For Pharmacists 1-877-889-6510  
Pharmacy Claims OptumRx P.O. Box 29045, Hot Springs, AR 71903

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

2019 Medicare Advantage Plans available in these Connecticut counties:

Plan Name	Plan Type	Group Number	Counties	CMS Contract Number
AARP® Medicare Complete Choice® (PPO)	Regional PPO	43500/43505/43850* /43851*	Connecticut: Statewide Massachusetts: Statewide Rhode Island: Statewide Vermont: Statewide	R7444-001
UnitedHealthcare Assisted Living (PPO)	PPO	07045	Fairfield, Hartford and New Haven	H0710-009
UnitedHealthcare Dual Complete® (PPO SNP)	PPO SNP	66100	Fairfield, Hartford, Litchfield, Middlesex, New Haven, New London, Tolland and Windham	H0271-014
UnitedHealthcare Medicare Complete Essential® (HMO)	HMO	27048/27049*/27155/27156*	Fairfield, Hartford, Litchfield, Middlesex, New Haven, New London, Tolland and Windham	H0755-032
UnitedHealthcare Medicare Complete® Plan 1 (HMO)	HMO	27040/27151	Fairfield, Hartford, Litchfield, Middlesex, New Haven, New London, Tolland and Windham	H0755-030
UnitedHealthcare Medicare Complete® Plan 2 (HMO)	HMO	27044/27153	Fairfield, Hartford, Litchfield, Middlesex, New Haven, New London, Tolland and Windham	H0755-031
UnitedHealthcare Medicare Complete® Plan 3 (HMO)	HMO	27031/27032*/27100/27150*	Fairfield, Hartford, Litchfield, Middlesex, New Haven, New London, Tolland and Windham	H0755-033
UnitedHealthcare Nursing Home (PPO)	PPO	07010	Fairfield, Hartford, Litchfield, Middlesex, New Haven, New London, Tolland and Windham	H0710-26

\* These plans (as listed in the Group Number column) include an optional comprehensive dental plan rider.

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®.