



AARP® MedicareComplete® Plans 2019 Quick Reference Guide for Kansas and Missouri

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.

To sign in to Link, go to **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 Link, go to **UHCprovider.com/Link**.



Provider Services

Phone: 877-842-3210

Call us to:

- Check claims status
- Confirm member eligibility and benefits
- Provide advance notification
- Request prior authorization
- Submit a reconsideration and appeal request
- Update facility/practice data



Claims Submission

Electronic: User Payer ID 87726

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



Dental

Phone: 877-816-3596, 7 a.m. – 10 p.m. Central Time, Monday – Friday

Online: uhcdental.com



Prescription Drug Orders from OptumRx

Online: optumrx.com

Mail Order Phone: 800-791-7658

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

Fax: 800-491-7997



Prior Authorization Requests and Advance Notification

Phone: 877-842-3210

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.



Behavioral Health Services

Phone: 800-985-2596

See the back of the member's ID card for information about the member's behavioral health provider network.



Vision

Phone: 800-638-3120, 7 a.m. – 10 p.m.

Central Time, Monday – Friday, and 8 a.m. – 5:30 p.m. Central Time, Saturday

Online: myuhcvision.com



hi HealthInnovations® Hearing Aids

Phone: 855-523-9355

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

Online: hihealthinnovations.com/uhc

Oral Drugs Prior Authorization Requests

Phone: 800-711-4555, option 1

Fax: 800-527-0531

Injectable Drugs Prior Authorization Requests

Phone: 800-711-4555, option 2

Fax: 800-853-3844

Doc#: PCA-1-011801-08152018_09112018



**AARP® MedicareComplete® Plans
2019 Sample Member ID Card**

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

AARP® MedicareComplete® Plans Available in Kansas and Missouri in 2019

Plan Name	Provider Network	Premium	Counties	Centers for Medicare & Medicaid Services Contract Number
AARP® MedicareComplete Choice® (PPO)	UnitedHealthcare Medicare Advantage	\$0	Kansas Johnson Missouri Jackson	H2228-071
AARP® MedicareComplete® Plan 1 (HMO)	UnitedHealthcare Medicare Advantage	\$37	Kansas Douglas, Franklin, Jefferson, Johnson, Leavenworth, Miami, Osage, Wyandotte Missouri Buchanan, Cass, Clay, Clinton, Dekalb, Jackson, Johnson, Lafayette, Platte, Ray	H2802-033
AARP® MedicareComplete® Plan 2 (HMO)	UnitedHealthcare Medicare Advantage	\$0	Kansas Douglas, Franklin, Jefferson, Johnson, Leavenworth, Miami, Osage, Wyandotte Missouri Buchanan, Cass, Clay, Clinton, Dekalb, Jackson, Johnson, Lafayette, Platte, Ray	H2802-032

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.