



UnitedHealthcare Medicare Advantage Health Maintenance Organization (HMO) and Preferred Provider Organization (PPO) Plans in Illinois and Missouri

2019 Quick Reference Guide

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



Link

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 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. Learn more about using Link at UHCprovider.com/link.



Provider Services

Phone: 877-842-3210

Call us to:

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

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



Claims Submission

Electronic: User Payer ID 87726.

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



Vision

Online: myUHCvision.com

Phone: 800-638-3120

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



Dental

Online: dbp.com

Phone: 800-445-9090

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



Behavioral Health Services

Please call the phone number on the back of the member's ID card.



hi HealthInnovations[®] Hearing Aids

Online: hihealthInnovations.com/uhc

Phone: 855-523-9355

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



Advance Notification and Prior Authorization

Online: Use the Prior Authorization and Notification tool. To access it, sign in to Link by going to UHCprovider.com and clicking on the Link button in the top right corner.

Phone: 877-842-3210



Other Resources

Online: UHCprovider.com

Phone: 877-842-3210



Prescription Drug Orders Home Delivery Mail Service

Online: OptumRx.com

Mail Order

Phone: 800-791-7658

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

Fax: 800-491-7997

Oral Drugs Prior Authorization

Phone: 800-711-4555, option 1

Fax: 800-527-0531

Injectable Drugs Prior Authorization

Phone: 800-711-4555, option 2

Fax: 800-853-3844



Referral Requests

Referrals may only be made to participating care providers. We don't accept referrals to out-of-network care providers.

The primary care provider (PCP) should submit the referral by visiting UHCprovider.com > Menu > Referrals.

There may be multiple listings for the same physician. The specialist ID must match the last four digits of the specialist tax identification number (TIN).

Referrals are effective immediately but may take up to two business days to be viewable in our system. Without a referral, the specialist's claim will be denied. Specialists should confirm that members have referrals before scheduling appointments.

If the specialist determines the member needs to see another specialist or return for more visits, they should ask the PCP to make another referral.

If you have questions about a referral, please call the number on the back of the member's ID card.



Benefits That Don't Require a Referral

Referrals are not required for:

- Services billed by a hospital or facility
- Radiology reads and lab services provided by a contracted laboratory
- Routine eye and hearing exams from a network care provider
- Routine eyeglasses or contact lenses or hearing

- aids
- Mental health and substance use disorder services with network behavioral health clinicians
- Medicare-covered preventive screening services
- Services rendered in any emergency room or network urgent care center
- Physician services for emergency or unscheduled admissions
- Skilled nursing care
- Durable medical equipment, home health care, prosthetic/orthotic devices, medical supplies, diabetic testing supplies or Medicare Part B drugs
- Services from inpatient consulting physicians
- Annual well woman visits or mammograms
- Up to six podiatrist visits for routine and preventive foot care; referrals are required for treating medical conditions
- Services obtained under a UnitedHealthcare Passport benefit, which allows for services while traveling



**2019 Sample Member ID Cards for
UnitedHealthcare Medicare Advantage
Illinois and Missouri**

AARP MedicareComplete
UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

Health Plan (80840): **911-87726-04**
Member ID: 99999999-00 Group Number: 55400

Member:
THOMAS C SAMPLE

UHC Dental Benefits
Payer ID: 87726

PCP Name: **SMITH, M.D., RITA**
PCP Phone: (888) 555-1212

Copay: PCP \$0 ER \$90
Spec \$35

H2802 PBP# 028

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

Referral Required
AARP MedicareComplete (HMO)

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/05/2018

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

For Providers www.UHCprovider.com 1-877-842-3210
Medical Claim Address: P.O. Box 31362, Salt Lake City, UT 84131-0362
PCP to send electronic referrals
UHC Dental Providers: www.UHCdental.com 1-877-816-3596

UHC Renew Active

For Pharmacists 1-877-869-6510
Pharmacy Claims OptumRx P.O. Box 29045, Hot Springs, AR 71903

AARP MedicareComplete
UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

Health Plan (80840): **911-87726-04**
Member ID: 99999999-00 Group Number: 55021

Member:
DOROTHY M SAMPLE

UHC Dental Benefits
Payer ID: 87726

PCP Name: **SMITH, M.D., RITA**
PCP Phone: (888) 555-1212

Copay: PCP \$5 ER \$90
Spec \$45

H2228 PBP# 030

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

AARP MedicareComplete Choice Plan 1 (PPO)
Medicare limiting charges apply.

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/05/2018

For Members
Website: www.myAARPMedicare.com
Customer Service: 1-800-643-4845 TTY 711
NurseLine: 1-877-365-7949 TTY 711
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2019 AARP® Medicare Advantage Plans in Illinois and Missouri

Name	Plan Type	Premium	Counties	Centers for Medicare & Medicaid Contract
AARP® MedicareComplete®	Health Maintenance Organization (HMO)	\$0	ILLINOIS: Bond, Clinton, Jersey, Macoupin, Madison, Monroe and St. Clair MISSOURI: Crawford, Franklin, Gasconade, Jefferson, St. Charles, Ste. Genevieve, St. Louis, St. Louis City, Warren and Washington	H2802-028
AARP® MedicareComplete Choice®	PPO	\$29	ILLINOIS: Bond, Clinton, Jersey, Macoupin, Madison, Monroe and St. Clair MISSOURI: Crawford, Franklin, Gasconade, Jefferson, St. Charles, Ste. Genevieve, St. Louis, St. Louis City, Warren and Washington	H2228-030
AARP® MedicareComplete Choice® Plan 2	PPO	\$77	ILLINOIS: Madison, Monroe and St. Clair MISSOURI: Crawford, Franklin, Jefferson, St. Charles, St. Louis, St. Louis City and Warren	H2228-048

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.