

UnitedHealthcare® Medicare Advantage Plans in Missouri 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.

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

Online: uhcdental.com

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



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

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



Prior Authorization Requests and Advance 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.

Phone: 877-842-3210



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

Online: myuhcvision.com

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



EPIC Hearing

Online: epichearing.com

Phone: 866-956-5400

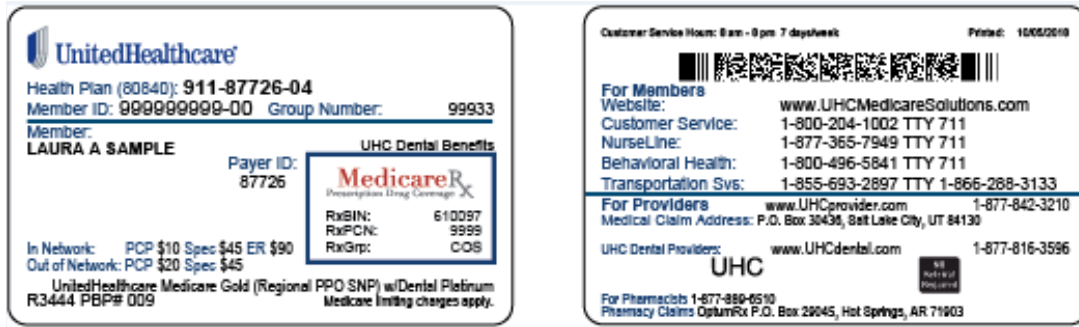
6 a.m. – 6 p.m. Central Time, Monday – Friday



Transportation: LogistiCare

Phone: 855-693-2897

**UnitedHealthcare Medicare Advantage
2019 Sample Member ID Card**



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

UnitedHealthcare Medicare Advantage Plans Available in Missouri in 2019

| Plan Name | Provider Network | Premium | Referrals | Counties | Centers for Medicare & Medicaid Services Contract Number |
|---|-------------------------------------|---------|--------------|--------------|--|
| UnitedHealthcare® Medicare Silver (Regional PPO SNP) <i>Previously Care Improvement Plus® Silver Rx (Regional PPO SNP)</i> | UnitedHealthcare Medicare Advantage | \$80 | Not required | All counties | R3444-008 |
| UnitedHealthcare® Medicare Gold (Regional PPO SNP) <i>Previously Care Improvement Plus® Gold Rx (Regional PPO SNP)</i> | UnitedHealthcare Medicare Advantage | \$28 | Not required | All counties | R3444-009 |
| UnitedHealthcare Dual Complete® Choice (Regional PPO SNP) <i>Previously Care Improvement Plus® Dual Advantage (Regional PPO SNP)</i> | UnitedHealthcare Medicare Advantage | \$0 | Not required | All counties | R3444-011 |

| Plan Name | Provider Network | Premium | Referrals | Counties | Centers for Medicare & Medicaid Services Contract Number |
|--|-------------------------------------|---------|--------------|--------------|--|
| UnitedHealthcare Medicare Complete Choice (Regional PPO) <i>Previously Care Improvement Plus® Medicare Advantage (Regional PPO SNP)</i> | UnitedHealthcare Medicare Advantage | \$43 | Not required | All counties | R3444-012 |

Plans are insured through UnitedHealthcare Insurance Company or one of its affiliated companies, a Medicare Advantage organization with a Medicare contract and a contract with the State Medicaid Program. Enrollment in the plan depends on the plan's contract renewal with Medicare.