



## AARP® MedicareComplete® (HMO) Plans 2019 Quick Reference Guide for Southwest 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](http://uhcdental.com)



### Prescription Drug Orders from OptumRx

**Online:** [optumrx.com](http://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

Doc#: PCA-1-011798-08152018\_09112018



### 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](http://myuhcvision.com)



### hi HealthInnovations® Hearing Aids

**Phone:** 855-523-9355

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

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



**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 Southwest Missouri in 2019**

Plan Name	Provider Network	Premium	Referrals	Counties	Centers for Medicare & Medicaid Services Contract Number
AARP® MedicareComplete® Plus Plan 1 (HMO)	UnitedHealthcare Medicare Advantage	\$21	Not required	Barry, Christian, Dade, Dallas, Greene, Jasper, Laclede, Lawrence, Newton, Polk, Stone, Taney, Webster, Wright	H2802-031
AARP® MedicareComplete® Plus Plan 2 (HMO)	UnitedHealthcare Medicare Advantage	\$0	Not required	Barry, Christian, Dade, Dallas, Greene, Jasper, Laclede, Lawrence, Newton, Polk, Stone, Taney, Webster, Wright	H2802-030

*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.*