

# 2020 UnitedHealthcare Medicare Advantage Plans

## Illinois and Missouri

### Quick Reference Guide

This guide provides contact information, prior authorization requirements and other general information to help you and your practice when working with UnitedHealthcare Medicare Advantage health maintenance organization (HMO), preferred provider organization (PPO), and HMO-point of service (HMO-POS) members.



#### UHCprovider.com and Link

Link is your gateway to UnitedHealthcare's online tools. To sign in to Link, go to [UHCprovider.com](https://UHCprovider.com) and click on the Link button in the top right corner. On Link, you can:

- Check patient eligibility and benefits
- Check claims status and submit reconsideration requests
- Watch videos on-demand in UHC On Air
- Submit and check referral status

If you have questions, visit [UHCprovider.com/link](https://UHCprovider.com/link) or call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 1, from 7 a.m. – 9 p.m. Central Time, Monday – Friday.



#### UnitedHealthcare Voice Portal

Call us at **877-842-3210** to:

- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims status
- Request prior authorization
- Update facility/practice data
- Submit an appeal request



**Tip:** You can go online to get much of this information and submit transactions. To learn more, please go to [UHCprovider.com/link](https://UHCprovider.com/link).

You'll be prompted to enter your patient's date of birth, the date of service and the member ID and group number as shown on the member's ID card.



#### Claims Submission

**Electronic:** To submit claims by Electronic Data Interchange (EDI), please use **payer ID 87726**. Learn more at [UHCprovider.com/edi](https://UHCprovider.com/edi).

**Paper:** Please submit paper claims to the address listed on the back of the member's ID card.



#### Notification/Prior Authorization Requests

**UHCprovider.com** > [Prior Authorization and Notification Resources](#)  
**877-842-3210**



#### Prescription Medications

##### OptumRX.com

##### Mail Order

- Call **800-791-7658**, Monday – Friday, 8 a.m. - 8 p.m. Central Time
- Fax **800-491-7997**

##### Oral Drug Prior Authorization Requests

- Call **800-711-4555**, option 1
- Fax **800-527-0531**

##### Injectable Drugs Prior Authorization Requests

- Call **800-711-4555**, option 2

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#### Referral Requests (if required)

Referrals are accepted to network physicians only. The member's primary care provider (PCP) should submit and check the status of the referral online.

You can use the referralLink Tool on Link to submit and confirm referral requests. To access referralLink, go to [UHCprovider.com/referralLink](https://UHCprovider.com/referralLink).

Referrals may take up to two business days to update in the system. If the specialist determines the member needs to see another specialist or return for more visits, they should contact the PCP to request the referral.

- When you're searching for a specialist, they may be listed multiple times in the request system. Match the specialist ID to the last four digits of the specialist tax ID number (TIN).
- When there's no referral, the specialist's claim will be denied.

If you have any questions about a referral, please call the Provider Services number on the member's health plan ID card.



#### Services That Don't Require a Referral

These services don't require a referral:

- Any laboratory or radiological testing series, excluding radiation therapy
- Any service provided by a network PCP
- Any service provided by a network care provider participating under the same tax ID number as the member's assigned PCP
- Any service provided by a network OB-GYN, chiropractor, optometrist, ophthalmologist, optician, podiatrist, audiologist, oncologist, nutritionist, disease management or infectious disease specialist
- Any services provided by any inpatient consulting care providers, including hospitalists
- Durable medical equipment, home health, prosthetic/orthotic devices, medical supplies, diabetic testing supplies or Medicare Part B drugs
- Medicare-covered preventive services, kidney disease education, or diabetes self-management training, annual well-woman visits or mammograms
- Mental health or substance use services with network behavioral health clinicians
- Podiatrist visits, up to six annually, for routine and preventive foot care; referrals are required for treating medical conditions
- Routine annual physical, vision or hearing exams from a network care provider
- Services obtained under a UnitedHealth Passport® benefit, which allows for services while traveling
- Services performed in an observation setting
- Services provided in an emergency room, emergency ambulance, or in a network urgent care center, convenience clinic, or virtual visit or unscheduled admissions
- Skilled nursing care
- Additional coverage that may be included by some Medicare Advantage plans, but aren't covered by Medicare, such as hearing aids, routine eyewear, fitness membership or outpatient prescription drugs

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#### **Behavioral Health Services**

Please refer to the member's ID card for their behavioral health provider phone number.

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#### **Vision**

**spectera.com**  
**800-638-3120**

Monday – Friday, 7 a.m. – 10 p.m., and Saturday, 8 a.m. – 5:30 p.m. Central Time

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#### **Routine Hearing: UnitedHealthcare Hearing**

**UHChearing.com**  
**855-523-9355**

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

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#### **UnitedHealth Passport Travel Benefit**

The UnitedHealth Passport travel benefit allows eligible members to receive non-emergency covered services at the in-network copayment or coinsurance when traveling outside their home service area. Services include preventive care and optional supplemental benefits for up to 9 consecutive months of travel.

Members of referral-required plans do not need referrals when using services under Passport. Members must activate their Passport coverage by calling the Customer Service number on their UnitedHealthcare member ID card.

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#### **Other Resources**

You'll find information in our Care Provider Administrative Guides at [UHCprovider.com/guides](https://UHCprovider.com/guides). If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at [UHCprovider.com](https://UHCprovider.com) > Contact Us > [Network Contacts](#).

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#### 2020 Medicare Advantage Sample ID Cards

**AARP Medicare Advantage**  
UnitedHealthcare

Health Plan (99999): **999-99999-99**  
Member ID: 999999999-00 Group Number: XXXXX

Member: **MEMBER SAMPLE** [UHC Dental Benefits]

PCP Name: **SAMPLE, M.D., PROVIDER**  
PCP Phone: (999) 999-9999

Copay: PCP \$XX ER \$XX  
Spec \$XX

H9999-999-999

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

AARP Medicare Advantage (HMO-POS)

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xxxx/xxxx

**For Members**  
Website: www.MEMBERURL.com  
Customer Service: 1-999-999-9999 TTY 711  
NurseLine: 1-999-999-9999 TTY 711  
Behavioral Health: 1-999-999-9999 TTY 711  
[Dental: 1-999-999-9999 TTY 711]

**For Providers** www.PROVIDERURL.com 1-999-999-9999  
Medical Claim Address: P.O. Box 99999, Healthcare, US 99999-9999

[UHC Dental Providers: www.DENTALURL.com 1-999-999-9999]

**UHC** [Fitness Benefit Logo] [No Referral Logo] [Network Logo]

For Pharmacists 1-999-999-9999  
Pharmacy Claims OptimRx P.O. Box 99999, Healthcare, US 99999

**AARP Medicare Advantage**  
UnitedHealthcare

Health Plan (99999): **999-99999-99**  
Member ID: 999999999-00 Group Number: XXXXX

Member: **MEMBER SAMPLE** [UHC Dental Benefits]

PCP Name: **SAMPLE, M.D., PROVIDER**  
PCP Phone: (999) 999-9999

Copay: PCP \$XX ER \$XX  
Spec \$XX

H9999-999-999

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

AARP Medicare Advantage (PPO)  
Medicare limiting charges apply.

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xxxx/xxxx

**For Members**  
Website: www.MEMBERURL.com  
Customer Service: 1-999-999-9999 TTY 711  
NurseLine: 1-999-999-9999 TTY 711  
Behavioral Health: 1-999-999-9999 TTY 711  
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**UHC** [Fitness Benefit Logo] [No Referral Logo] [Network Logo]

For Pharmacists 1-999-999-9999  
Pharmacy Claims OptimRx P.O. Box 99999, Healthcare, US 99999

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

#### 2020 Medicare Advantage Membership Plans

Plan Name and Type	Counties		CMS Contract	Member Monthly Premium
AARP® Medicare Advantage (HMO-POS)	<b>Illinois:</b> Bond Clinton Jersey	<b>Missouri:</b> Crawford Franklin Gasconade	H2802-028	\$0
AARP® Medicare Advantage Choice® Plan 1 (PPO)	Macoupin Madison Monroe St. Clair	Jefferson St. Charles Ste. Genevieve St. Louis	H2228-030	\$29
AARP® Medicare Advantage Walgreens® (PPO)		St. Louis City Warren Washington	H2228-083	\$0