

# AARP Medicare Advantage Walgreens PPO Plans in Colorado

## 2020 Quick Reference Guide

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



### 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.



### Provider Services

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.



### Prior Authorization Requests and Care Coordination Notification

Request prior authorization and provide care coordination notification.

**877-842-3210**

**UHCprovider.com** > [Prior Authorization and Notification Resources](#)



### 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

- Online at [covermymeds.com/epa/optumrx](https://covermymeds.com/epa/optumrx)
- 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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### Behavioral Health Services

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



### Routine Vision: UnitedHealthcare Vision

[spectera.com](http://spectera.com)

800-638-3120

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



### Routine Hearing: UnitedHealthcare Hearing

[UHChearing.com](http://UHChearing.com)

855-523-9355

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



### Dental

[dbp.com](http://dbp.com)

877-816-3596

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



### Virtual Visits

Virtual Medical Visits

- [amwell.com](http://amwell.com)
- Members have access to virtual medical visits 24/7 with American Well at [amwell.com](http://amwell.com).

Virtual Mental Health Visits

- [VirtualVisitsMentalHealth.uhc.com](http://VirtualVisitsMentalHealth.uhc.com)
- Members have access to virtual mental health visits through Optum Behavioral Health.



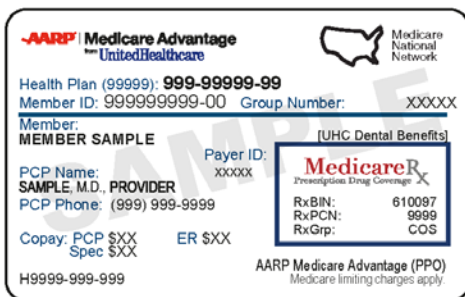
### Other Resources

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



### 2020 Medicare Advantage Sample ID Card

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



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### Medicare Plans in Colorado in 2020

Group Number	Plan Name	Counties	Plan Type	Centers for Medicare & Medicaid Services Contract Number
72753 72754	AARP® Medicare Advantage Walgreens Plan 1	Larimer, Weld	PPO	H2577-001-001
75755 72756	AARP® Medicare Advantage Walgreens Plan 1	El Paso, Fremont, Pueblo, Teller	PPO	H2577-001-002
72757 72758	AARP® Medicare Advantage Walgreens	Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Denver, Douglas, Jefferson	PPO	H2577-002-000
72759 72760	AARP® Medicare Advantage Walgreens Plan 2	Larimer, Weld	PPO	H2577-003-001
72761 72762	AARP® Medicare Advantage Walgreens Plan 2	El Paso, Fremont, Pueblo, Teller	PPO	H2577-003-002