

2020 UnitedHealthcare Medicare Advantage Plans

Southwest 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 AARP® Medicare Advantage SecureHorizons® health maintenance organization 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 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 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 Hotline

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.

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.

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](#)

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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



Behavioral Health Services

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



Routine Vision: UnitedHealthcare 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



Routine Hearing: UnitedHealthcare Hearing

UHChearing.com

855-523-9355; Monday – Friday, 8 a.m. – 8 p.m. Central Time



Dental

dbp.com

877-816-3596; Monday – Friday from 7 a.m. – 10 p.m. Central Time



Virtual Medical Visits

amwell.com

Members have access to virtual medical visits 24/7 with American Well **at** amwell.com.



Other Resources

You'll find information in our Care Provider Administrative Guides at UHCprovider.com/guides.

If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at UHCprovider.com > Contact Us > [Network Contacts](#).

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2020 AARP® Medicare Advantage SecureHorizons® Sample ID Card

AARP Medicare Advantage
UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

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

Member: **MEMBER SAMPLE** Payer ID: xxxxx [UHC Dental Benefits]

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

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

H9999-999-999 AARP Medicare Advantage (HMO/POS)

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xxx/xx/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
[PCP to send electronic referrals]
UHC Dental Providers: www.DENTALURL.com 1-999-999-9999

UHC

For Pharmacists 1-999-999-9999
Pharmacy Claims OptumRx 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 Southwest Missouri Medicare Advantage Membership Plans

Referrals are not required.

Plan Name and Type	Missouri Counties	CMS Contract	Member Monthly Premium
AARP® Medicare Advantage SecureHorizons® Plan 1 (HMO-POS)	Barry, Christian, Dade, Dallas, Greene, Jasper, Laclede, Lawrence, Newton, Polk, Stone, Taney, Webster, Wright	H2802-031	\$24
AARP® Medicare Advantage SecureHorizons® Plan 2 (HMO-POS)		H2802-030	\$0