



**UnitedHealthcare Medicare Advantage  
Chiropractic and Acupuncture Coverage  
Quick Reference Guide**

Please use this quick reference guide to easily locate important phone numbers, websites and addresses as they relate to chiropractic and acupuncture coverage for UnitedHealthcare Medicare Advantage plan members. This guide also includes information about how these benefits are administered and a list of common CPT® codes to use for claims submissions.

	<b>Chiropractic (Medicare-covered)</b>	<b>Chiropractic and Acupuncture (Routine)</b>
<b>To check:</b> <ul style="list-style-type: none"> <li>• <b>Eligibility</b></li> <li>• <b>Benefits</b></li> <li>• <b>Claims</b></li> <li>• <b>Authorizations</b></li> </ul>	<b>Phone:</b> Call the UnitedHealthcare Provider Services number on the back of the member's ID card. <b>Online:</b> UHCprovider.com	<b>Phone:</b> 800-873-4575 <b>Hours:</b> Monday - Friday, 8 a.m. - 8 p.m. ET Interactive Voice Response, 24 hours a day <b>Online:</b> myoptumhealthphysicalhealth.com
<b>To check:</b> <ul style="list-style-type: none"> <li>• <b>Participation</b></li> <li>• <b>Contractual Issues</b></li> <li>• <b>Changes</b></li> <li>• <b>Office Updates</b></li> </ul>	<b>Phone:</b> Call the UnitedHealthcare Provider Services number on the back of the member's ID card.	<b>Phone:</b> 800-873-4575 <b>Hours:</b> Monday - Friday, 8 a.m. - 8 p.m. ET
<b>To submit claims</b>	<b>Online:</b> Sign in to Link by going to UHCprovider.com and clicking on the Link button in the top right corner. Then, select the <b>Claim Submission tile</b> on your Link dashboard.  <b>Address:</b> Use the Medical Claims Address on the back of the UnitedHealthcare member ID card.	<b>Online:</b> myoptumhealthphysicalhealth.com <b>Address:</b> OptumHealth Physical Health P.O. Box 212 Minneapolis, MN 55440-0212 Payer ID 41161 <b>Phone:</b> 800-873-4575 <ul style="list-style-type: none"> <li>• <i>These claims are administered by Optum Physical Health.</i></li> <li>• <i>There are no authorizations or Utilization Management requirements for this benefit.</i></li> </ul>
<b>To submit appeals and grievances</b>	<b>Online submissions:</b> Sign in to Link by going to UHCprovider.com and clicking on the Link button in the top right corner. Then, select the <b>claimsLink tool tile</b> on your Link dashboard  <b>Address:</b> Use the Medical Claims Address on the back of the UnitedHealthcare member ID card.	<b>Address:</b> OptumHealth Physical Health P.O. Box 212 Minneapolis, MN 55440-0212 <b>Phone:</b> 800-873-4575

	<b>Chiropractic (Medicare-covered)</b>	<b>Chiropractic and Acupuncture (Routine)</b>
<b>Original Medicare</b>	<b>Centers for Medicare &amp; Medicaid Services:</b> CMS.HHS.gov <b>Medicare:</b> Medicare.gov	N/A
<b>Policy Guidelines</b>	UHCprovider.com > Policies and Protocols > Medicare Advantage Policies > Policy Guidelines for Medicare Advantage Plans > <a href="#">Chiropractic Services – Medicare Advantage Policy Guideline</a>	<b>Phone:</b> 800-873-4575 <b>Online:</b> myoptumhealthphysicalhealth.com

### Chiropractic Services

	<b>Chiropractic (Medicare-covered)</b>	<b>Chiropractic (Routine)</b>
<b>What's covered?</b>	Medicare covers only manual manipulation of the spine to correct subluxation.	Routine chiropractic is a supplemental benefit offered on some UnitedHealthcare Medicare Advantage plans that covers chiropractic services that aren't covered under Original Medicare. This benefit allows members to visit chiropractors for pain relief, neuromusculoskeletal disorders and nausea.
<b>How to find a network chiropractic provider</b>	You can find network care providers by searching the Chiropractic section of the online provider directory at the plan website listed on the back of the member's ID card.  <b>Note:</b> If you're unable to locate a care provider in your area, please contact your local Network Account Manager or Physician Advocate for help. If you don't know who to contact, go to UHCprovider.com > Menu > Contact Us.	You can find network care providers by searching the Chiropractic section of the online provider directory at the plan website listed on the back of the member's ID card.
<b>Does the member require a referral to receive this service?</b>	Members of referral-required plans need a referral for Medicare-covered chiropractic care.  Members of open access plans don't need a referral for Medicare-covered chiropractic care.	We don't require referrals for routine chiropractic care.
<b>Member cost sharing</b>	See the copay listed in the Evidence of Coverage for Medicare-covered chiropractic services.	See the copay listed in the Evidence of Coverage for routine chiropractic services.

## Chiropractic CPT Codes

<b>Medicare-Covered: Chiropractic manipulations for subluxation*</b>	
98940	Chiropractic manipulative treatment; spinal (one to two regions)
98941	Spinal (three to four regions)
98942	Spinal (five regions)
Modifier: AT	<ul style="list-style-type: none"> <li>• This modifier should be used when reporting service 98940, 98941, 98942.</li> <li>• This modifier shouldn't be used when providing maintenance therapy</li> </ul>

\*For more information on Medicare-covered chiropractic services, including links to supporting policies on CMS.gov, visit [UHCprovider.com](http://UHCprovider.com) > Policies and Protocols > Medicare Advantage Policies > Policy Guidelines for Medicare Advantage Plans > [Chiropractic Services – Medicare Advantage Policy Guideline](#)

<b>Routine: Chiropractic manipulations and other services for indications other than subluxation</b>	
98940	Chiropractic manipulative treatment; spinal (one to two regions)
98941	Spinal (three to four regions)
98942	Spinal (five regions)
Modifier: AT	Routine chiropractic claims <b>shouldn't</b> contain the AT modifier
<b>Other Routine Chiropractic Common Codes (not a complete list)</b>	
<b>Therapeutic</b>	
97110	Therapeutic exercise (15 minutes)
97112	Neuromuscular re-education
97140	Manual therapy (for example myofascial release; 15 minutes)
<b>Radiology</b>	
72010	Spine, entire, survey study, A-P and lateral
72040	Spine, cervical (two or three views)
72070	Spine, thoracic (two views)
72100	Spine, lumbosacral (two or three views)
<b>Durable Medical Equipment</b>	
A4565	Sling (Arm)
E0190	Lumbar cushion/Cervical pillow
L0120	Cervical collar (flexible foam)
L0210	Thoracic (Rib belt)
L3332	Heel lift
L3908	Wrist hand orthosis (wrist extension control cock-up)
L3914	Wrist Hand orthosis, wrist extension control
<b>Code Ranges for per visit fee schedule</b>	
A4206-A9999, E0100-E0930, E0936-E2621, G0108-G0109, G0237-G0283, G0420-G0439, K0001-K0899, Q3014, S8948, 29000-29799, 36415, 70010-79999, 80047-89399, 90281-96117, 97001-97814, 98925-98969, 99000-99091, 99201-99499	

### Notes:

- Refer to your Supplemental/Routine Fee Schedule for covered chiropractic services.
- All codes are subject to change.  
Please follow Original Medicare-covered indications and coding rules when billing Medicare-covered services and review codes at [cms.gov](http://cms.gov) before submitting claims.

## Acupuncture Services

	<b>Acupuncture (Medicare-covered)</b>	<b>Acupuncture (Routine)</b>
<b>What's covered?</b>	Original Medicare doesn't cover acupuncture services.	Routine acupuncture is a supplemental benefit offered on some UnitedHealthcare Medicare Advantage plans. This benefit allows members to visit acupuncturists for pain relief, neuromusculoskeletal disorders and nausea.
<b>How to find a network acupuncture provider</b>	N/A	You can find a network care provider by searching the acupuncture section of the online provider directory at the plan website listed on the back of the member's ID card.
<b>Does the member require a referral to receive this service?</b>	N/A	We don't require referrals for routine acupuncture care.
<b>Member cost sharing</b>	N/A	See the copay listed in the Evidence of Coverage for routine acupuncture services.

## Acupuncture CPT Codes

<b>Common Routine Acupuncture Codes (not a complete list)</b>	
99201	New patient office visit/examination
99202	New patient office visit/examination
99211	Established patient office visit/examination
99212	Established patient office visit/examination
99213	Established patient office visit/examination
99214	Established patient office visit/examination
97810	Acupuncture (without electrical stimulation; initial 15 minutes)
97811	Acupuncture (without electrical stimulation; each additional 15 minutes)
97813	Acupuncture (without electrical stimulation; each additional 15 minutes)
97814	Acupuncture (with electrical stimulation; each additional 15 minutes)
G0283	Electrical stimulation (unattended)
97026	Infrared
97035	Ultrasound
97110	Therapeutic procedures; therapeutic exercises

**Notes:**

- Refer to your Supplemental/Routine Fee Schedule for covered acupuncture services.
- All codes are subject to change.
- Please follow original Medicare-covered indications and coding rules when billing Medicare-covered services and review codes at [cms.gov](http://cms.gov) before submitting claims.

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