

# 2020 UnitedHealthcare Medicare Advantage Plans

## Florida 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 through 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

**877-842-3210**

[UHCprovider.com](https://UHCprovider.com) > [Prior Authorization and Notification Resources](#)



### Prescription Medications

#### OptumRX.com

##### Mail Order

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

##### Oral Drug Prior Authorization Requests

- Online [covermy meds.com/epa/optumrx](https://covermy meds.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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### 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:

- Allergy immunotherapy
- 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 a pathologist or anesthesiologist, excluding office-based or pain management services, and 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
- Mental health or substance use services with behavioral health clinicians
- Routine annual physical, vision or hearing exams
- 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
- 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.



### Routine Vision: UnitedHealthcare Vision

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

800-638-3120

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



### Routine Hearing: UnitedHealthcare Hearing

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

855-523-9355

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



### Virtual Medical Visits

[amwell.com](https://amwell.com)

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



### 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 nine 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.



### WellMed Primary Care Provider

If a member selects a WellMed-delegated PCP, please submit all referrals, claims, and prior authorizations through the eProvider Resource Gateway (EPRG) as listed on the member's ID card.

WellMed Network of Florida, Inc. and WellMed Medical Management, Inc. are UnitedHealthcare affiliates.

Members have access to the UnitedHealthcare state-wide network of specialists, ancillary care providers and hospitals.



### The PCP Role

All Medicare Advantage plans, including PPO plans, require a member to select a PCP at enrollment. If the member doesn't select one, the plan will assign a PCP.

PCPs play an important role:

- Refer members for specialty care
- Obtain referrals and prior authorizations
- Coordinate care with specialists to help prevent duplicate or unnecessary services and costs
- Collaborate to manage inpatient and discharge care
- Help manage prescriptions and identify possible harmful interactions
- Encourage preventive care and health screenings

Members may request a different PCP and those changes generally become effective the following month.

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### 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 or Provider Relations or Network Management representative at [UHCprovider.com](http://UHCprovider.com) > Contact Us > [Network Contacts](#).



### 2020 Medicare Advantage Florida Sample ID Cards

**AARP Medicare Advantage**  
from UnitedHealthcare

UNITED HEALTHCARE  
**PASSPORT**

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

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

Payer ID: XXXXX

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

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

H9999-999-999

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

[Referral Required]  
AARP Medicare Advantage (HMO)

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: xx/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** [Fitness Benefit Logo] [Network Logo]

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

**AARP Medicare Advantage**  
from UnitedHealthcare

UNITED HEALTHCARE  
**PASSPORT**

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

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

Payer ID: XXXXX

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

Copay: PCP \$XX ER SXX  
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: xx/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

[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 OptumRx P.O. Box 99999, Healthcare, US 99999

**AARP Medicare Advantage**  
from UnitedHealthcare

Medicare National Network

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

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

Payer ID: XXXXX

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

Copay: PCP \$XX ER SXX  
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: xx/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

[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 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.

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### 2020 Medicare Advantage Florida Membership Plans

Plans Requiring Referrals				
Plan Name and Type	Group Number	Network Copay	Florida Counties	CMS Contract
AARP® Medicare Advantage (HMO-POS) <b>Referrals Required</b>	82995 82980*	PCP: \$0 Specialist: \$30	Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia	H1045-026
AARP® Medicare Advantage (HMO-POS) <b>Referrals Required</b>	80000 82958*	PCP: \$0 Specialist: \$35	Charlotte, Hernando, Hillsborough, Indian River, Lee, Manatee, Martin, Pasco, Pinellas, Polk, Sarasota, St. Lucie	H1045-028
AARP® Medicare Advantage (HMO-POS) <b>Referrals Required</b>	82037 82960*	PCP: \$0 Specialist: \$25	Brevard, Orange, Osceola, Seminole	H1045-030
AARP® Medicare Advantage (HMO-POS) <b>Referrals Required</b>	82949	PCP: \$0 Specialist: \$25	Escambia, Okaloosa, Santa Rosa	H1045-031
AARP® Medicare Advantage (HMO-POS) <b>Referrals Required</b>	82950	PCP: \$0 Specialist: \$30	Bay and Walton	H1045-032
AARP® Medicare Advantage (HMO) <b>Referrals Required</b>	82951 82969*	PCP: \$0 Specialist: \$30	Alachua, Columbia, Gilchrist, Suwannee	H1045-033
AARP® Medicare Advantage Plan 2 (HMO) <b>Referrals Required</b>	82953 82962*	PCP: \$0 Specialist: \$20	Charlotte, Collier, Lee, Manatee, Sarasota	H1045-034
AARP® Medicare Advantage Focus (HMO-POS) <b>Referrals Required</b>	70340 82970*	PCP: \$0 Specialist: \$30	Indian River, Martin, St. Lucie	H1045-036
AARP® Medicare Advantage (HMO-POS) <b>Referrals Required</b>	82976	PCP: \$0 Specialist: \$25	Gadsden, Holmes, Jackson, Leon, Washington	H1045-041
AARP® Medicare Advantage (HMO-POS) <b>Referrals Required</b>	82984 82977*	PCP: \$0 Specialist: \$25	DeSoto, Hardee, Highlands	H1045-042
AARP® Medicare Advantage (HMO-POS) <b>Referrals Required</b>	82985 82978*	PCP: \$0 Specialist: \$35	Citrus, Levy	H1045-043
AARP® Medicare Advantage Focus (HMO-POS) <b>Referrals Required</b>	82126 70341*	PCP: \$0 Specialist: \$20	Hillsborough, Pasco, Pinellas, Polk	H1045-045
UnitedHealthcare® Medicare Advantage Walgreens (HMO C-SNP) <b>Referrals Required</b>	82989	PCP: \$0 Specialist: \$25	Brevard, Orange, Osceola, Seminole, Volusia	H1045-048-001
UnitedHealthcare® Medicare Advantage Walgreens (HMO C-SNP) <b>Referrals Required</b>	82987	PCP: \$0 Specialist: \$20	Charlotte, Collier, Lee, Manatee, Sarasota	H1045-048-002
UnitedHealthcare® Medicare Advantage Walgreens (HMO C-SNP) <b>Referrals Required</b>	82988	PCP: \$0 Specialist: \$20	Hernando, Hillsborough, Pasco, Pinellas, Polk	H1045-048-003
UnitedHealthcare® Medicare Advantage Walgreens (HMO C-SNP) <b>Referrals Required</b>	82986	PCP: \$0 Specialist: \$35	Lake, Marion, Sumter	H1045-048-004

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No Referrals Required Plans				
Plan Name and Type	Group Number	Network Copay	Florida Counties	CMS Contract
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	80189	PCP: \$5 Specialist: \$40	Bay, Escambia, Okaloosa, Santa Rosa, Walton	H2406-008
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	80191 80194*	PCP: \$10 Specialist: \$35	Charlotte, Collier, Glades, Hendry, Lee, Manatee, Sarasota	H2406-009
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	80188 80192*	PCP: \$5 Specialist: \$35	Brevard, Orange, Osceola, Seminole	H2406-010
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	80190 80193*	PCP: \$5 Specialist: \$35	Hernando, Hillsborough, Pasco, Pinellas, Polk	H2406-011
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	82127	PCP: \$5 Specialist: \$35	Gadsden, Holmes, Jackson, Leon, Washington	H2406-012
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	82130 70342*	PCP: \$5 Specialist: \$35	Clay, Duval, Flagler, Nassau, Putnam, St. Johns, Volusia	H2406-013
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	82131 70343*	PCP: \$5 Specialist: \$35	Alachua, Baker, Bradford, Columbia, Suwannee, Union	H2406-014
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	82132 70344*	PCP: \$5 Specialist: \$35	Citrus, Levy	H2406-015
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	82133 70345*	PCP: \$5 Specialist: \$40	Lake, Marion, Sumter	H2406-016
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	82134 70346*	PCP: \$5 Specialist: \$35	Indian River, Martin, Okeechobee, St. Lucie	H2406-017
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	82135 70347*	PCP: \$0 Specialist: \$35	Broward, Miami-Dade, Palm Beach	H2406-018
AARP® Medicare Advantage Choice (PPO) <b>No Referrals Required</b>	82136 70348*	PCP: \$10 Specialist: \$35	DeSoto, Hardee, Highlands	H2406-019
UnitedHealthcare® Sync™ (PPO) <b>No Referrals Required</b>	82137	PCP: \$0 Specialist: \$35	Palm Beach	H2406-020
AARP® Medicare Advantage Choice Plan 2 (Regional PPO) <b>No Referrals Required</b>	72809 72811*	PCP: \$10 Specialist: \$50	Statewide: All Florida Counties	R0759-001
AARP® Medicare Advantage Choice Essential (Regional PPO) <b>No Referrals Required</b>	72812 72790*	PCP: \$10 Specialist: \$50	Statewide: All Florida Counties	R0759-002
UnitedHealthcare® The Villages® Medicare Advantage 1 (HMO) <b>No Referrals Required</b>	82943 82940*	PCP: \$0 Specialist: \$40	Lake, Marion, Sumter	H1045-025
UnitedHealthcare® The Villages® Medicare Advantage 2 (HMO-POS) <b>No Referrals Required</b>	82948 82971*	PCP: \$0 Specialist: \$25	Lake, Marion, Sumter	H1045-027

\*Groups delegated through WellMed