
This reference guide provides you with quick access to a variety of resources to help make it easier for you to contact us about UnitedHealthcare’s Medicare Advantage plans.

Provider Services
Phone: 877-842-3210
A quick, easy way to:
- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims status
- Request prior authorization
- Update facility/practice data
- Submit an appeal request

You may be prompted to enter the member’s date of birth, the date of service, the member ID number and the group number listed on the member’s health plan ID card.

UnitedHealthcareOnline.com
Sign in to secure website to check member eligibility, submit claims and access other care provider services.

Prior Authorization Requests and Care Coordination Notification
Request prior authorization and provide care coordination notification by calling 877-842-3210 or visiting UnitedHealthcareOnline.com > Notifications/Prior Authorizations.

Behavioral Health Services
Please refer to back of the member’s health plan ID card for information about the member’s behavioral health provider network.

UnitedHealthcare Vision
For benefit information and a list of providers, please visit myuhcvision.com or call 800-638-3120, Monday through Friday, 7 a.m. – 10 p.m., or Saturday from 8 a.m. to 5:30 p.m., Central Time.

hiHealthInnovations™
Hearing tests and devices are available as a member benefit. To schedule a test or make a purchase, call 855-523-9355, Monday through Friday from 7 a.m. – 6 p.m., Central Time, or visit hiHealthInnovations/com/uhc for more information.
UnitedHealthcare Dental
To request benefit information and a list of dental providers, please call 800-445-9090, Monday through Friday, 7 a.m. – 10 p.m., Central Time, or visit myuhcdental.com.

Prescription Drug Orders from OptumRx®
optumrx.com
Home
Delivery Mail
Service: 800-791-7658
Monday through Friday, 8 a.m. – 8 p.m., Central Time
Fax: 800-491-7997

Oral Drugs Prior Authorization Requests:
800-711-4555, option 1
Fax: 800-527-0531

Injectable Drugs Prior Authorization Requests:
800-711-4555, option 2
Fax: 800-853-3844

Referral Requests
Referrals are accepted to network physicians only. We do not accept referrals to non-network physicians and health care professionals. The member’s primary care physician (PCP) should submit referrals as follows by using the Eligibility & Benefits application on Link. Sign in to UnitedHealthcareOnline.com using your Optum ID, then select the Eligibility & Benefits application.

Referrals may take up to two business days to update in the system. If you provide services and a referral is not on file, those services will not be covered and the claim will be denied as provider liability. These services cannot be billed to the member.

If the specialist determines the member needs to see another specialist or return for more visits, they should contact the PCP and ask them to make the referral. Specialists do not have access to request referrals in our system.

You may check referral status at UnitedHealthcareOnline.com > Notifications/Prior Authorizations > Referral Status.

If you need to refer a member to an out-of-network provider because there are no in-network providers in the area available to perform the service, please request prior authorization by calling Provider Services at 877-842-3210 or visiting UnitedHealthcareOnline.com > Notifications/Prior Authorizations.

If you have questions about a referral, please call the number on the back of the member’s health plan ID card. Members who do not have an assigned PCP or who have the wrong PCP listed should call the Customer Services number on the back of their ID Card. Providers should call Provider Services at 877-842-3210 to request a one-time exception to issue a referral. At that time, the member will be required to select a PCP. The specialist may call on the member’s behalf for a one visit referral to allow time for the member to select a PCP.

Referral Submission Requirements
- Referrals must be submitted by the member’s PCP or by a PCP within the same tax ID number.
- Users must have security access to submit referrals and check referral status on UnitedHealthcareOnline.com
- Referrals may be backdated up to five calendar days before the date of entry.

To learn how to submit referrals and confirm referral status go to UnitedHealthcareOnline.com > Help > Referral Submission and Status.
Eligible Services that Do Not Require a Referral

- Any service provided by a network PCP
- Any service provided by a network physician participating under the same tax ID as the member’s assigned PCP
- Any service from a network OB/GYN, chiropractor, optometrist, ophthalmologist, optician, podiatrist, audiologist, oncologist, nutritionist, disease management, or infectious disease specialist
- Services performed in an observation setting
- Allergy immunotherapy
- Mental health or substance use services with behavioral health clinicians
- Any services from a pathologist or anesthesiologist, excluding office-based or pain management services, and any inpatient consulting physicians, including hospitalists
- Services rendered in an emergency room, emergency ambulance, or in a network urgent care center, convenience clinic, or virtual visit
- Medicare-covered preventive services, kidney disease education, or diabetes self-management training
- Routine annual physical exams, vision, or hearing exams
- Any laboratory or radiological testing series, excluding radiation therapy
- Durable medical equipment, home health, prosthetic/orthotic devices, medical supplies, diabetic testing supplies, or Medicare Part B drugs
- Services obtained under the UnitedHealthcare Passport® Program, which allows for services while traveling.

2017 Medicare Advantage Sample ID Card
# 2017 Medicare Advantage Referral-Required Plans

<table>
<thead>
<tr>
<th>State</th>
<th>Counties</th>
<th>Name</th>
<th>Plan Type</th>
<th>CMS Contract</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arizona</td>
<td>Yavapai</td>
<td>AARP® MedicareComplete®</td>
<td>HMO</td>
<td>H5253-036</td>
</tr>
<tr>
<td>Kentucky</td>
<td>Boone, Campbell, Kenton</td>
<td>AARP® MedicareComplete® Plan 6, AARP® MedicareComplete® Plan 2, AARP® MedicareComplete® Plan 3</td>
<td>HMO</td>
<td>H5253-052, H5253-053, H5253-054</td>
</tr>
</tbody>
</table>

This document is provided for informational purposes only and is not intended to replace any provisions or requirements contained in your contract with UnitedHealthcare or its affiliates.
<table>
<thead>
<tr>
<th>State</th>
<th>Areas</th>
<th>Plans</th>
<th>Type</th>
<th>HMO Numbers</th>
</tr>
</thead>
</table>
| Massachusetts | Bristol, Essex, Hampden, Middlesex, Plymouth, Suffolk  
**New for 2017: Worcester** | AARP® MedicareComplete® Plan 1  
AARP® MedicareComplete® Plan 2  
AARP® MedicareComplete® Plan 3 | HMO   | H1944-001  
H1944-004  
H1944-005  
H1944-006  
H1944-007  
H1944-008  
H1944-021  
H1944-022  
H1944-023 |
| New Hampshire | Grafton, Hillsborough, Rockingham, Strafford  
**New for 2017: Carroll, Cheshire, Coos, Sullivan** | AARP® MedicareComplete® Plan 1  
AARP® MedicareComplete® Plan 2  
AARP® MedicareComplete® Plan 3 | HMO   | H5322-024  
H1944-017  
H1944-019 |
| New York      | Bronx, Kings, New York, Orange, Queens, Richmond, Rockland, Sullivan, Ulster, Westchester  
**New for 2017: Broome, Cayuga, Madison, Oneida, Onondaga** | AARP® MedicareComplete® Plan 1  
AARP® MedicareComplete® Plan 2 | HMO   | H3379-001  
H3307-012  
H3307-025  
H3379-039 |
| Ohio          | Butler, Champaign, Clark, Clermont, Cuyahoga, Delaware, Fairfield, Franklin, Geauga, Greene, Hamilton, Lake, Licking, Lorain, Lucas, Madison, Mahoning, Marion, Medina, Miami, Montgomery, Morrow, Pickaway, Portage, Preble, Stark, Summit, Trumbull, Warren, Wood | AARP® MedicareComplete® Plan 1  
AARP® MedicareComplete® Plan 2  
AARP® MedicareComplete® Plan 3  
AARP® MedicareComplete® Plan 4  
AARP® MedicareComplete® Plan 5  
AARP® MedicareComplete® Plan 6  
AARP® MedicareComplete® Plan 8 | HMO   | H5253-049  
H5253-050  
H5253-051  
H5253-052  
H5253-053  
H5253-054  
H5253-055  
H5253-056  
H5253-057  
H5253-062  
H5253-063 |
| Pennsylvania  | Berks, Bucks  
**New for 2017: Chester, Lehigh, Northampton, York** | AARP® MedicareComplete® | HMO   | H1944-009  
H1944-024 |
| Rhode Island  | Bristol, Kent, Newport, Providence, Washington | AARP® MedicareComplete Essential®  
AARP® MedicareComplete® Plan 1  
AARP® MedicareComplete® Plan 2  
AARP® MedicareComplete® Plan 3 | HMO   | H1944-014  
H1944-015  
H1944-016  
H1944-020 |
| Texas         | Austin, Brazoria, Fort Bend, Hardin, Harris, Jefferson, Liberty, Montgomery | AARP® MedicareComplete® Plan 1  
AARP® MedicareComplete® Plan 2 | HMO   | H4514-007  
H4527-037 |
| Vermont       | Bennington, Rutland, Washington, Windham  
**New for 2017: Addison, Chittenden, Lamoille, Orange, Windsor** | AARP® MedicareComplete® | HMO   | H1944-018 |
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<th>Plans</th>
<th>Type</th>
<th>HMO #</th>
</tr>
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<tbody>
<tr>
<td>Virginia</td>
<td>Bland, Botetourt, Bristol City, Buchanan, Chesterfield, Craig, Dickenson, Floyd, Franklin, Goochland, Grayson, Hanover, Henrico, Lee, Montgomery, Newport News City, Norfolk City, Norton City, Portsmouth City, Radford City, Richmond City, Roanoke, Roanoke City, Russell, Salem City, Scott, Smyth, Washington, Wise, Wythe</td>
<td>AARP® MedicareComplete® Plan 1, AARP® MedicareComplete® Plan 2</td>
<td>HMO</td>
<td>H5253-085, H5253-086, H5253-087, H5253-088</td>
</tr>
<tr>
<td></td>
<td>New for 2017: Chesapeake City, Hampton City, Suffolk City, Virginia Beach City, York</td>
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<tr>
<td>Washington</td>
<td>Spokane</td>
<td>AARP® MedicareComplete Essential® Plan 1, AARP® MedicareComplete® Plan 1, AARP® MedicareComplete® Plan 2</td>
<td>HMO</td>
<td>H1286-002, H1286-003, H1286-009</td>
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**Other Resources**
For more information, contact your Physician Advocate or Network Management representative listed at UnitedHealthcareOnline.com > Contact Us > Network Contacts.