2024 Medicare Advantage resources

Quick reference guide

Use this reference guide for quick access to a variety of helpful resources you need when working with our Medicare Advantage plan members.

UnitedHealthcare Provider Portal

The UnitedHealthcare Provider Portal is your gateway to the UnitedHealthcare online tools. **Create or sign in using a One Healthcare ID** to access the portal tools, including:

- Check patient eligibility and benefits
- Use TrackIt to manage items that need your attention, including prior authorization requests and claim submissions
- Submit and check referral status
- Get claims status and submit reconsideration and appeal requests

Visit **UHCprovider.com/portal** for more information. If you have technical questions, contact UnitedHealthcare Web Support at **866-842-3278**, option 1, 7 a.m.–9 p.m. CT, Monday-Friday. For chat options and contact information, visit **UHCprovider.com/contactus.**

Prior authorization requests and advance notification

For more information, go to **UHCprovider.com/priorauth.** You can submit prior authorization requests:

- **Online:** Sign in to the portal. From the left-hand tabs, select Prior Authorizations & Notifications. Then, click "Create a new request."
- **By phone:** Call the Provider Services number on the back of the member's ID card

Claims submission

- **Online:** Submit claims using the UnitedHealthcare Provider Portal. Go to **UHCprovider.com** and click on the sign-in button in the top-right corner.
- **Electronic:** To submit claims by Electronic Data Interchange (EDI), use **Payer ID 87726, MO DSNP 86050.** Learn more at **UHCprovider.com/edi.**
- **Paper:** Submit paper claims to the address listed on the member's ID card. Go to **UHCprovider.com/claims** for more information.

Appeals submission

- **Online:** Submit appeals online at **UHCprovider.com.** Click the Sign In button in the top-right corner. Click Claims & Payments > Look Up a Claim > Act on Claim > Appeal.
- **Application Programming Interface (API):** API requires technical programming between your organization and UnitedHealthcare. Go to **UHCprovider.com/API** to learn more.

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My Practice Profile

The My Practice Profile tool at **UHCprovider.com/mpp** lets you view, update and attest to the demographic information our members see for your organization. To review your participation status, explore the Provider Products section in the Provider Demographic Details.

Primary Care Physician (PCP) membership reports

To access membership reports, sign in to the **UnitedHealthcare Provider Portal.** Then click Document & Reporting > UnitedHealthcare Reports.

Model of Care training

The annually required Model of Care training can be accessed at **UHCprovider.com/training** > Special Needs Plan (SNP) Model of Care Training for Providers.

Benefit contacts

Benefits vary by plan. State-specific information regarding benefit contacts is available in the **2024 Medicare Advantage Plan Overview** > State > Resources > Benefit Contacts.

Telehealth (virtual visits)

- UnitedHealthcare® Medicare Advantage members have coverage for telehealth with contracted network health care professionals for medical and behavioral/mental health care
- If you're looking to deliver care virtually, we have resources, training, best practices and reimbursement policies, at **UHCprovider.com/telehealth**
- You can find our telehealth service protocols in the administrative guide at **UHCprovider.com/guides**

Behavioral and mental health services

- Call **877-614-0484**
- Call **877-566-7913** for Peoples Health Plans

Prescription medications

optumrx.com

ePrescribe

- Activate in your EMR the 2-way Rx capability for both retail and mail to receive requests for new prescriptions from pharmacies

Balance billing

- Balance billing is prohibited for Medicare-covered services in the Medicare Advantage program (for medical items)
- You can't bill members for covered services beyond their normal cost-sharing amounts (copayment, deductible or coinsurance). Additional information is available in the **UnitedHealthcare Care Provider Administrative Guide** > Chapter 11: Compensation.

Dual Special Needs Plan (DSNP)

- Providers may not balance bill or attempt to collect additional reimbursement from fully eligible DSNP members. Exceptions to balance billing exist in partial DSNP plans.
- A member's cost-share responsibility depends on the members level of Medicaid eligibility, full versus partial Medicaid
- Navigator Care Coordinators are dedicated to each DSNP member
- DSNP members with questions can call the number on their member ID card
- Non-DSNP members can call **888-867-5554,** TTY **711,** to see if they qualify for a DSNP plan

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- For mail orders, select the Overland Park, Kansas, mailing address

  Optum Home Delivery
  6800 W 115th St, Suite 600
  Overland Park, KS 66211-9838
  NCPDP: 718634

- For questions, call or fax:

  Call: **800-791-7658,** Monday–Friday, 8 a.m.–8 p.m. CT
  Fax: **800-491-7997**

Oral drug prior authorization requests

- **covermymeds.com/epa/optumrx**
- Call **800-711-4555,** option 1
- Fax

  - **Medicare 844-403-1027**

  - **Medicaid 866-940-7328**

  - **UHC West (PSI2500/UHCNI2500) 866-940-7328**

  - **DSNP**

    o **844-403-1028:** AL, AR, CO, CT, GA, ME, MT, NC, NV, SC, SD, UT, WV, WY

    o **866-940-7328:** AZ, CO (H2582-002-000), DC, DE, FL, HI, IA, IN, KS, KY, LA, MA, MD, MI, MN, MO, MS, NC (H1889-005-000), NE, NJ, NY, OH, OK, PA, RI, TN, VA, WA, WI

Injectable drug prior authorization requests

- Call **800-711-4555,** option 2

Prescription coverage/pricing: UHCprovider.com/precheckmyscript

Prescription drug formulary: UHC.com/medicare > Member resources > Documents & forms > Search for plan documents > Enter ZIP code > Choose a plan > Prescription drug coverage

2024 UnitedHealthcare UCard (member ID)

You can download a copy of the member ID card when you verify eligibility and benefits in the **UnitedHealthcare Provider Portal.**

- Nearly all UnitedHealthcare Medicare Advantage plan members who receive an ID card receive the UnitedHealthcare UCard® (some plan exclusions may apply)

- UnitedHealthcare UCard makes it easier for members to access their benefits and programs so they can take advantage of their plan offerings

- UCard does not need to be activated for you to verify eligibility or provide care services to members and should be used in the same manner as any other UnitedHealthcare member ID card

- UCard cannot be used for member out-of-pocket expenses, including copays, coinsurance or deductibles

- Each UCard includes an S3 number, security code and scannable barcode for in-store purchases or spending rewards — providers do not need to scan the barcode to provide medical, dental, prescription, vision or hearing services to the member

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Sample member ID cards

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements
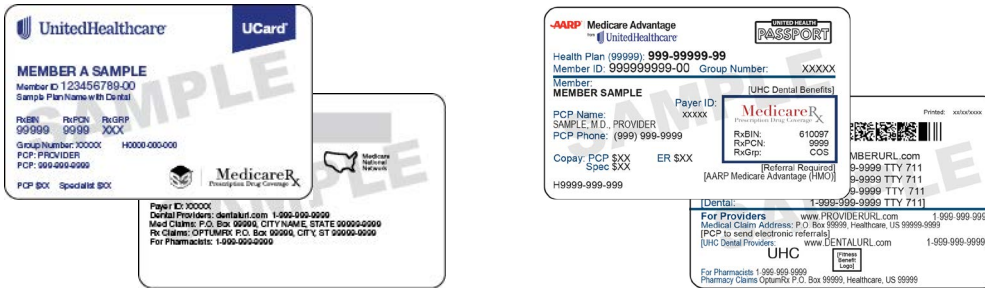
2024 plan name changes

Providers can refer to the **Plan Name Change Crosswalk** for the state-specific 2024 plan names.

Plan overviews

Plan overviews are available in the **2024 Medicare Advantage Plan Overview** > State > Interactive guide.

UnitedHealthcare Medicare National Network and UnitedHealth Passport®

Referrals are not required for members who travel outside their plan service area and access covered services using the National Network or their Passport benefit. For more information about National Network and Passport, visit **UHCprovider.com/plans** > Choose your state > Medicare > Choose plan > Tools & Resources.

Summary of benefits

State-specific plan benefits are available at **UHC.com/medicare** >Shop Medicare plans > Enter ZIP code > Find plans > View 2024 plans > select Medicare Advantage plans or Medicare Special Needs plans > Find plan and select view plan details > Plan documents > Summary of benefits.

Other resources

• Interactive guide: **2024 Medicare Advantage Plan Overview**

• Educational resources: **UHCprovider.com/training**

• Care provider administrative guides: **UHCprovider.com/guides**

• UnitedHealthcare plan information: **UHCprovider.com/plans** > choose your state > Medicare

Questions?

For chat options and contact information, visit **UHCprovider.com/contactus.**