

# UnitedHealthcare Dual Complete plans in Texas

## 2025 quick reference guide

WellMed Medical Management, an affiliate of UnitedHealthcare, manages certain administrative services for members enrolled in UnitedHealthcare Dual Complete health plans in Texas. This reference guide provides an overview of the administrative processes, including how to:

- Verify member eligibility
- Submit referrals
- Submit prior authorization requests
- Submit hospital admission notifications
- Check claim submission status
- Submit claim reconsideration requests

WellMed will continue to manage administrative services for members of the following benefit plans in 2025:

Contract number	PBP	Segment ID	Group number	Group Medicaid eligibility type
R6801	011	000	91632	Partial dual group
R6801	011	000	99952	Full dual group

Please note, WellMed doesn't manage administrative services for members assigned to a primary care provider (PCP) in HealthTexas Medical Group (San Antonio). Please use the claims submission information on the member's ID card.

### Verifying member eligibility

You can verify member eligibility:

- **Online:** Sign in to the [UnitedHealthcare Provider Portal](#) and select Eligibility
- **EDI:** Use Transactions 270 (inquiry) and 271 (response) through your vendor or clearinghouse

### Referrals

For plans that require referrals, visit [eprg.wellmed.net](http://eprg.wellmed.net).

## Prior authorization

Prior authorization may be required for certain services based on the member's plan. Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with UnitedHealthcare Medicare Advantage PPO.

- **Online (preferred):** [eprg.wellmed.net](https://eprg.wellmed.net)
- **By phone:** 877-757-4440

Requests for services that require prior authorization will be in the Prior Authorization List that is on [eprg.wellmed.net](https://eprg.wellmed.net). Submit your request at least 14 days before the planned date of service.

Services previously approved by UnitedHealthcare for dates of service starting Jan. 1, 2025, and after will be transitioned to WellMed no further action needed on previously approved services.

## Hospital admission notifications

Please notify WellMed of hospital admissions no later than 1 business day after admission by:

- **Online (preferred):** [eprg.wellmed.net](https://eprg.wellmed.net)
- **Phone:** 877-490-8982

## Claims and reimbursement for Dual Special Needs Plans (D-SNPs)

Submit claims using the following electronic Payer ID or mailing address:

- **Payer ID:** WELM2
- **Mailing address:**  
WellMed D-SNP Claims  
P.O. Box 30578  
Salt Lake City, UT 84130-0578

Check the status of your claim submission:

- **Online (preferred):** [eprg.wellmed.net](https://eprg.wellmed.net)
- **By phone:** 800-550-7691

Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.

Submit claim reconsiderations:

- **Online (preferred):** WellMed PHC Claims Portal at [americas.pch.global](https://americas.pch.global)
- **By phone:** 800-550-7691
- **By mail:**  
WellMed D-SNP Claims  
P.O. Box 30578  
Salt Lake City, UT 84130-0578

## Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID WELM2 and will have other applicable delegation-specific descriptors such as delegate name and delegate website listed as the care provider contact. You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

## 2025 UnitedHealthcare UCard

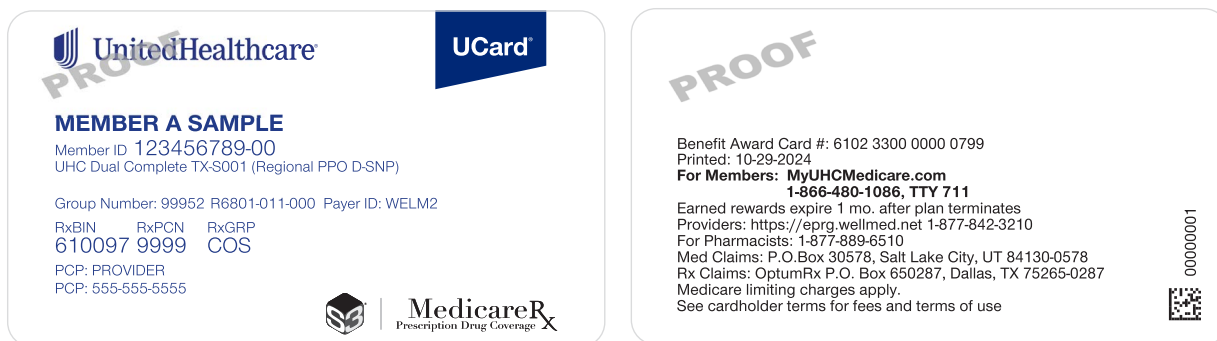
### PCP removal

- UnitedHealthcare UCard makes it easier for members to access their benefits and programs so they can take advantage of their plan offerings
- Providers can access the member's PCP assignment information on the UnitedHealthcare Provider Portal or via eligibility check (EDI 270/271)
- This change will affect most open access HMO, POS and PPO plans
- The PCP name and phone number will continue to display on most Gatekeeper (referral plans)
- UnitedHealthcare Medicare Advantage plans that have delegated risk arrangements will continue to display the delegated entity's name on the front of the UCard, if desired by the delegated entity

### Member ID

You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

- 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 a Benefit Award Card Number, security numbers, expiration dates and a machine-readable bar code or magnetic stripe 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
- Payer ID is moving to front of the member ID card



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

## 2025 plan names

Providers can refer to the [Medicare Advantage Benefit Plan Names](#) for the state-specific 2025 plan names.

## Plan overviews

Plan overviews are available in the [2025 Medicare Advantage Plan Overview](#) > State > Interactive guide.

## Summary of benefits

State-specific plan benefits are available at [UHC.com/medicare](#) > Shop Medicare Plans > Enter ZIP code > Find plans > View 2025 plans > select Medicare Advantage plans or Medicare Special Needs plans tab > find plan and select View plan details > Plan Documents > select Summary of Benefits.

## Claims

Submit claims using the following electronic Payer ID or mailing address:

**Payer ID:**

WELM2  
WellMed D-SNP Claims  
P.O. BOX 30578  
Salt Lake City, UT 84130-0578

Submit claim reconsiderations:

**Online:** WellMed PHC  
Claims Portal at  
[americas.pch.global](#)

**By phone:** 800-550-7691

**By mail:**

WellMed D-SNP Claims  
P.O. Box 30508  
Salt Lake City, UT 84130-0508

Check the status of your claim submission:

**Online:** [eprg.wellmed.net](#)

**By phone:** 800-550-7691

The delegate owns all reconsiderations when they process a claim for a delegated member.



- If the provider is contracted directly with the delegate, the delegate owns all formal provider appeals
- If the provider is not contracted directly with the delegate, UnitedHealthcare owns all provider appeals, regardless of the providers participation status with UnitedHealthcare



**Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.**



## Questions?

For chat options and contact information, visit [UHCprovider.com/contactus](#).