UnitedHealthcare Medicare Advantage – PPO plans in North Dakota

2022 quick reference guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources.



UnitedHealthcare Provider Portal

The UnitedHealthcare Provider Portal is your gateway to the UnitedHealthcare online tools. To sign in, go to **UHCprovider.com**, and click on the Sign In button in the top-right corner. You can:

- · 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 **providertechsupport@uhc.com** or call **866-842-3278**, option 1, 7 a.m.-9 p.m. CT, Monday-Friday.



Claims submission

Online: To submit claims using the UnitedHealthcare Provider Portal, please 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), please use **Payer ID 87726.** Learn more at **UHCprovider.com/edi.**

Paper: Please submit paper claims to the address listed on the member's ID card.



Prior authorization requests and advance notification

For more information, visit **UHCprovider.com/priorauth**.

Online: Use the UnitedHealthcare Provider Portal at **UHCprovider.com** and click on the Sign In button in the top-right corner.

Phone: Call the Provider Services number on the member's ID card.



My Practice Profile

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





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'll find our telehealth service protocols in the administrative guide at UHCprovider.com/guides.



Behavioral and mental health services

Please refer to the member's ID card for their behavioral and mental health provider phone number.



Prescription medications

optumrx.com

Mail order

- 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 800-527-0531

Injectable drug prior authorization requests

• Call 800-711-4555, option 2



UnitedHealthcare Vision

spectera.com

Routine vision care

• Call 800-638-3120, Monday-Friday, 7 a.m.-10 p.m., and Saturday, 8 a.m.-5:30 p.m. CT



UnitedHealthcare Hearing

uhchearing.com

For routine hearing services and plans offering hearing aids covered through UnitedHealthcare Hearing, members must receive hearing aids from a UnitedHealthcare Hearing network provider. Contact UnitedHealthcare Hearing directly with any questions.

• Call 855-523-9355, Monday-Friday, 8 a.m.-8 p.m. CT



UnitedHealthcare Dental

uhcdental.com

Routine dental care

• Call **877-816-3596**, Monday-Friday, 7 a.m.-10 p.m. CT



Other resources

You'll find information in the care provider administrative guide at **UHCprovider.com/guides.** If you can't find the information you need on **UHCprovider.com**, call **Provider Services** at **877-842-3210**, 8 a.m.–8 p.m. ET, Monday–Friday.

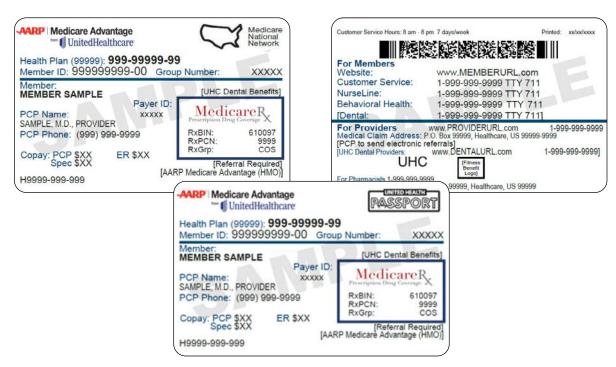
Questions?

If you have questions, please contact your provider advocate, provider relations or network management representative at **UHCprovider.com/contactus** > Network Contact.





Sample ID cards





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



2022 plan overview

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
AARP® Medicare Advantage Premier – PPO	Burleigh, Cass, Grand Forks, McLean, Mercer, Morton, Oliver, Ward	H7404-004	52020
AARP® Medicare Advantage Headwaters – PPO	Burleigh, Cass, Grand Forks, McLean, Mercer, Morton, Oliver, Ward	H7404-005	52021, 52022
AARP® Medicare Advantage Lakeshore – PPO	Burleigh, Cass, Grand Forks, McLean, Mercer, Morton, Oliver, Ward	H7404-006	52023
AARP® Medicare Advantage Patriot – PPO	Burleigh, Cass, Grand Forks, McLean, Mercer, Morton, Oliver, Ward	H7404-015	16913
AARP® Medicare Advantage Riverbank – PPO	Burleigh, Cass, Grand Forks, McLean, Mercer, Morton, Oliver, Ward	H7404-022	52018
UnitedHealthcare Medicare Advantage Assure - PPO	Burleigh, Cass, Grand Forks, McLean, Mercer, Morton, Oliver, Ward	H0271-017	70088

