

AARP® Medicare Advantage HMO & PPO plans in Oregon

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](https://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](https://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](https://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](https://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](https://uhcprovider.com/priorauth).

Online: Use the UnitedHealthcare Provider Portal at [UHCprovider.com](https://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](https://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.

For plans with **WEST** on the back of the member's ID card, call **888-866-8297**.

For plans with **UHC** on the back of the member's ID card, call **877-842-3210**.

Questions?

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



2022 Medicare Advantage sample ID cards

AARP® Medicare Advantage HMO plans:

AARP Medicare Advantage
UnitedHealthcare

Health Plan (80840): **911-87726-04**
Member ID: 999999999-01 Group Number: XXXXXX

Member: **SAMPLE A MEMBER** [UHC Dental Benefits] PLAN CODE: XXX

PCP Name: Payer ID: **MedicareRx**
SAMPLE, M.D., PROVIDER xxxxxx Prescription Drug Coverage X

PCP Phone: (999) 999-9999 RxBIN: 610097
[FACILITY NAME] RxPCN: 9999
Copay: PCP \$XX ER \$XX RxGrp: MPDLC1N

H9999-999-999 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

[UHC Dental Providers] www.DENTALURL.com 1-999-999-9999
WEST [Fitness Benefit Logo]

For Pharmacists 1-877-889-6510
Pharmacy Claims OptumRx P.O. Box 850287, Dallas, TX 75265-0287

AARP® Medicare Advantage Choice (PPO) plans:

AARP Medicare Advantage
UnitedHealthcare

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

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

PCP Name: Payer ID: **MedicareRx**
SAMPLE, M.D., PROVIDER xxxxxx Prescription Drug Coverage X

PCP Phone: (999) 999-9999 RxBIN: 610097
Copay: PCP \$XX ER \$XX RxPCN: 9999
Spec \$XX RxGrp: COS

H9999-999-999 [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]

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

AARP® Medicare Advantage Patriot (PPO) plans:

AARP Medicare Advantage
UnitedHealthcare

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

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

PCP Name: Payer ID: **Part B Drugs**
SAMPLE, M.D., PROVIDER xxxxxx RxBIN: 610494

PCP Phone: (999) 999-9999 RxPCN: 9999
Copay: PCP \$XX ER \$XX RxGrp: COS
Spec \$XX

H9999-999-999 AARP Medicare Advantage Patriot (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]

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

AARP® Medicare Advantage Walgreens (PPO) plans:

AARP Medicare Advantage
UnitedHealthcare

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

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

PCP Name: Payer ID: **MedicareRx**
SAMPLE, M.D., PROVIDER xxxxxx Prescription Drug Coverage X

PCP Phone: (999) 999-9999 RxBIN: 610097
Copay: PCP \$XX ER \$XX RxPCN: 9999
Spec \$XX RxGrp: COS

H9999-999-999 AARP Medicare Advantage Walgreens (PPO)
Medicare limiting charges apply.

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: XXXX/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
[Transportation Svcs: 1-999-999-9999 TTY1-999-999-9999]

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]

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

UnitedHealthcare Medicare Advantage Assure (PPO) plans:



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**

MedicareRx
 Prescription Drug Coverage

RxBIN: **610097**
 RxPCN: **9999**
 RxGrp: **COS**

H9999-999-999 UnitedHealthcare Medicare Advantage Assure (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**
 [Transportation Svcs: **1-999-999-9999 TTY1-999-999-9999**]

For Providers **www.providerurl.com** **1-999-999-9999**
 Medical Claim Address: **P.O. Box 99999, Healthcare, US 99999-9999**

[UHC Dental Benefits] **www.dentalurl.com** **1-999-999-9999**

UHC  

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

New for 2022 – UnitedHealthcare UCard

Beginning Jan. 1, 2022, members enrolled in various plans in **Illinois, Iowa, Minnesota, Nebraska, North Dakota, South Dakota and Wisconsin** may show you the redesigned member card.



[UnitedHealthcare Medicare Advantage Assure (PPO)] **UCard™**

Sample Member

Member Number
999999999999

RxBIN RxPCN RxGRP
610097 9999 COS

Group Number: **12345 H0000-000-000**
 PCP: **Sample, M.D., Provider**
 Copay: **PCP \$XX/\$XX Specialist: \$XXX/\$XXX**



For Members: **MEMBERURL.com** Printed Date: XX/XX/XXXX
Customer Service: **1-999-999-9999, TTY 711** 

For Providers: **PROVIDERURL.com**
Provider Service: **1-999-999-9999**
Dental Providers: **DENTALURL.COM 1-999-999-9999**
 [Provider Authorization **1-999-999-9999**]
 [Medicare limiting charges apply.]

Payer ID: **XXXXX**
 Medical Claim Address: **P.O. Box 99999, STATE, US 99999**
 Pharmacy Claims: **OptumRX P.O. Box 99999, STATE, US 99999-9999**
 For Pharmacists: **1-999-999-9999**



9999 Security Code: 9999 [Printer Code] 

Printed Date: XX/XX/XXXX
UNITEDHEALTHCARE
PASSPORT [Brand Logo]

For Providers: **PROVIDERURL.com**
Provider Service: **1-999-999-9999**
Dental Providers: **DENTALURL.COM 1-999-999-9999**
 [Provider Authorization **1-999-999-9999**]
 [Medicare limiting charges apply.]

Payer ID: **XXXXX**
 Medical Claim Address: **P.O. Box 99999, STATE, US 99999**
 Pharmacy Claims: **OptumRX P.O. Box 99999, STATE, US 99999-9999**
 For Pharmacists: **1-999-999-9999**



Card #: 9999 9999 9999 99999 Security Code: 9999 [Printer Code] 

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements. Members with the Medicare National Network logo will not need to activate Passport.



2022 plan overview

Centers for Medicare & Medicaid Services (CMS) contract	Group number	Plan name	Plan type	Counties
H0271-022-000	77043	UnitedHealthcare® Medicare Advantage Assure (PPO)	Local PPO	Benton, Clackamas, Columbia, Lane, Linn, Marion, Multnomah, Polk, Washington, Yamhill
H0271-036-000	77052	UnitedHealthcare® Chronic Complete Assure (PPO C-SNP)	Local PPO	Benton, Clackamas, Columbia, Lane, Linn, Marion, Multnomah, Polk, Washington, Yamhill
H2228-029-000	38000	AARP® Medicare Advantage Choice (PPO)	Local PPO	Benton, Clackamas, Columbia, Lane, Linn, Marion, Multnomah, Polk, Washington, Yamhill
H2228-029-000	38068	AARP® Medicare Advantage Choice (PPO)	Local PPO	Benton, Clackamas, Columbia, Lane, Linn, Marion, Multnomah, Polk, Washington, Yamhill
H2228-029-000	90081	AARP® Medicare Advantage Choice (PPO)	Local PPO	Benton, Clackamas, Columbia, Lane, Linn, Marion, Multnomah, Polk, Washington, Yamhill
H2228-029-000	90082	AARP® Medicare Advantage Choice (PPO)	Local PPO	Benton, Clackamas, Columbia, Lane, Linn, Marion, Multnomah, Polk, Washington, Yamhill
H2228-084-000	72750	AARP® Medicare Advantage Walgreens (PPO)	Local PPO	Clackamas, Lane, Marion, Multnomah, Polk, Washington
H2228-084-000	72749	AARP® Medicare Advantage Walgreens (PPO)	Local PPO	Clackamas, Lane, Marion, Multnomah, Polk, Washington
H2228-084-000	90084	AARP® Medicare Advantage Walgreens (PPO)	Local PPO	Clackamas, Lane, Marion, Multnomah, Polk, Washington

Centers for Medicare & Medicaid Services (CMS) contract	Group number	Plan name	Plan type	Counties
H2228-084-000	90083	AARP® Medicare Advantage Walgreens (PPO)	Local PPO	Clackamas, Lane, Marion, Multnomah, Polk, Washington
H2228-088-000	74063	AARP® Medicare Advantage Patriot (PPO)	Local PPO	Benton, Clackamas, Columbia, Lane, Linn, Marion, Multnomah, Polk, Washington, Yamhill
H2228-088-000	90085	AARP® Medicare Advantage Patriot (PPO)	Local PPO	Benton, Clackamas, Columbia, Lane, Linn, Marion, Multnomah, Polk, Washington, Yamhill
H3805-001-000	HCFA02-RY8	AARP® Medicare Advantage Plan 1 (HMO)	HMO	Clackamas, Columbia, Marion, Multnomah, Polk, Washington, Yamhill
H3805-007-000	HCFA03-OMX	AARP® Medicare Advantage Plan 1 (HMO)	HMO	Benton, Lane, Linn
H3805-007-000	HCFA03-X3S	AARP® Medicare Advantage Plan 1 (HMO)	HMO	Benton, Lane, Linn
H3805-023-001	HCFA59-OQS	AARP® Medicare Advantage Plan 2 (HMO)	HMO	Benton, Lane
H3805-023-001	HCFA59-ORM	AARP® Medicare Advantage Plan 2 (HMO)	HMO	Benton, Lane
H3805-023-002	HCFA60-OQT	AARP® Medicare Advantage Plan 2 (HMO)	HMO	Linn
H3805-023-002	HCFA60-ORN	AARP® Medicare Advantage Plan 2 (HMO)	HMO	Linn
H3805-036-000	HCFA93-RQ7	AARP® Medicare Advantage Plan 2 (HMO)	HMO	Clackamas, Columbia, Marion, Multnomah, Polk, Washington, Yamhill

Centers for Medicare & Medicaid Services (CMS) contract	Group number	Plan name	Plan type	Counties
H3805-036-000	HCFA93-ORL	AARP® Medicare Advantage Plan 2 (HMO)	HMO	Clackamas, Columbia, Marion, Multnomah, Polk, Washington, Yamhill
Washington plans accepted in Oregon Portland/Metro Area:				
H3805-015-000	HCFAS8-Z5Z	AARP® Medicare Advantage Plan 3 (HMO)	HMO	WA: Clark, Cowlitz
H3805-015-000	HCFAS8-Z0X	AARP® Medicare Advantage Plan 3 (HMO)	HMO	WA: Clark, Cowlitz
H3805-017-000	HCFAH6-OTM	AARP® Medicare Advantage Plan 2 (HMO)	HMO	WA: Clark, Cowlitz
H3805-017-000	HCFAH6-X6A	AARP® Medicare Advantage Plan 2 (HMO)	HMO	WA: Clark, Cowlitz
H3805-030-000	HCFA48-J14	AARP® Medicare Advantage Walgreens (HMO)	HMO	WA: Clark
H3805-030-000	HCFA48-J15	AARP® Medicare Advantage Walgreens (HMO)	HMO	WA: Clark
H3805-037-000	HCFA94-X5E	AARP® Medicare Advantage Plan 1 (HMO)	HMO	WA: Clark, Cowlitz
H3805-037-000	HCFA94-R7R	AARP® Medicare Advantage Plan 1 (HMO)	HMO	WA: Clark, Cowlitz