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**, and click on the Sign In button in the top-right corner. You can:

- · Check patient eligibility and benefits
- Use Tracklt 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.

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.



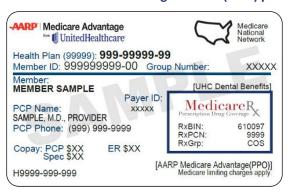
2022 Medicare Advantage sample ID cards

AARP® Medicare Advantage HMO plans:



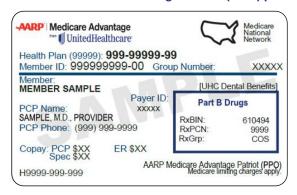


AARP® Medicare Advantage Choice (PPO) plans:



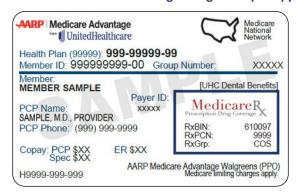


AARP® Medicare Advantage Patriot (PPO) plans:





AARP® Medicare Advantage Walgreens (PPO) plans:





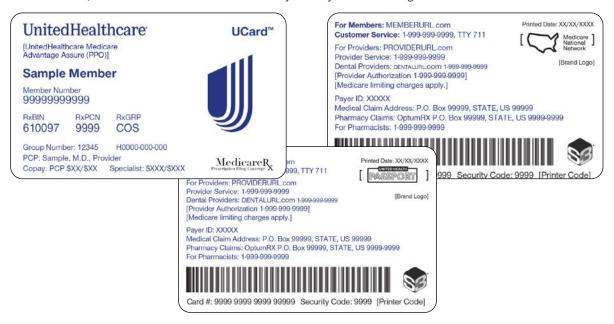
UnitedHealthcare Medicare Advantage Assure (PPO) plans:





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.



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	HCFAO2-RY8	AARP® Medicare Advantage Plan 1 (HMO)	НМО	Clackamas, Columbia, Marion, Multnomah, Polk, Washington, Yamhill
H3805-007-000	HCFAO3-OMX	AARP® Medicare Advantage Plan 1 (HMO)	НМО	Benton, Lane, Linn
H3805-007-000	HCFAO3-X3S	AARP® Medicare Advantage Plan 1 (HMO)	НМО	Benton, Lane, Linn
H3805-023-001	HCFA59-OQS	AARP® Medicare Advantage Plan 2 (HMO)	НМО	Benton, Lane
H3805-023-001	HCFA59-ORM	AARP® Medicare Advantage Plan 2 (HMO)	НМО	Benton, Lane
H3805-023-002	HCFA60-OQT	AARP® Medicare Advantage Plan 2 (HMO)	НМО	Linn
H3805-023-002	HCFA60-ORN	AARP® Medicare Advantage Plan 2 (HMO)	НМО	Linn
H3805-036-000	HCFA93-RQ7	AARP® Medicare Advantage Plan 2 (HMO)	НМО	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)	НМО	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)	НМО	WA: Clark, Cowlitz				
H3805-015-000	HCFAS8-Z0X	AARP® Medicare Advantage Plan 3 (HMO)	НМО	WA: Clark, Cowlitz				
H3805-017-000	HCFAH6-OTM	AARP® Medicare Advantage Plan 2 (HMO)	НМО	WA: Clark, Cowlitz				
H3805-017-000	HCFAH6-X6A	AARP® Medicare Advantage Plan 2 (HMO)	НМО	WA: Clark, Cowlitz				
H3805-030-000	HCFA48-J14	AARP® Medicare Advantage Walgreens (HMO)	НМО	WA: Clark				
H3805-030-000	HCFA48-J15	AARP® Medicare Advantage Walgreens (HMO)	НМО	WA: Clark				
H3805-037-000	HCFA94-X5E	AARP® Medicare Advantage Plan 1 (HMO)	НМО	WA: Clark, Cowlitz				
H3805-037-000	HCFA94-R7R	AARP® Medicare Advantage Plan 1 (HMO)	НМО	WA: Clark, Cowlitz				

