

# 2020 UnitedHealthcare® Medicare Advantage Assure® (PPO) Plan Illinois Quick Reference Guide

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



## UHCprovider.com and Link

Link is your gateway to UnitedHealthcare's online tools. To sign in to Link, go to [UHCprovider.com](https://UHCprovider.com) and click on the Link button in the top right corner. On Link, you can:

- Check patient eligibility and benefits
- Check claims status and submit reconsideration requests
- Watch videos on-demand in UHC On Air
- Submit and check referral status

If you have questions, visit [UHCprovider.com/link](https://UHCprovider.com/link) or call the UnitedHealthcare Connectivity Help Desk at **866-842-3278**, option 1, from 7 a.m. – 9 p.m. Central Time, Monday – Friday.



## Care Provider Hotline

Call us at **877-842-3210** to:

- Confirm member eligibility and benefits
- Provide care coordination notification
- Check claims status
- Request prior authorization
- Update facility/practice data
- Submit an appeal request



**Tip:** You can go online to get much of this information and submit transactions. To learn more, please go to [UHCprovider.com/link](https://UHCprovider.com/link).

You'll be prompted to enter your patient's date of birth, the date of service and the member ID and group number as shown on the member's ID card.



## Claim Submission

**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 back of the member's ID card.



## Prior Authorization Requests and Care Coordination Notification

Request prior authorization and provide care coordination notification.

**Phone: 877-842-3210**

**Online:** [UHCprovider.com](https://UHCprovider.com) > [Prior Authorization and Notification Resources](#)



## Prescription Medications

### OptumRX.com

#### Mail Order

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

#### Oral Drug Prior Authorization Requests

- Online [covermymeds.com/epa/optumrx](https://covermymeds.com/epa/optumrx)
- Call **800-711-4555**, option 1
- Fax **800-527-0531**

#### Injectable Drugs Prior Authorization Requests

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

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### Behavioral Health Services

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



### Virtual Behavioral Health Visits

[virtualvisitsmentalhealth.uhc.com](https://virtualvisitsmentalhealth.uhc.com)

Members have access to virtual behavioral health visits through Optum Behavioral Health.



### Routine Vision: UnitedHealthcare Vision

[spectera.com](https://spectera.com)

800-638-3120; Monday – Friday, 7 a.m. – 10 p.m., and Saturday, 8 a.m. – 5:30 p.m. Central Time



### Routine Hearing: UnitedHealthcare Hearing

[UHChearing.com](https://UHChearing.com)

855-523-9355; Monday – Friday, 8 a.m. – 8 p.m. Central Time



### Dental

[dbp.com](https://dbp.com)

877-816-3596; Monday – Friday, 7 a.m. – 10 p.m. Central Time



### Virtual Medical Visits

[amwell.com](https://amwell.com)

Members have access to virtual medical visits 24/7 with American Well at [amwell.com](https://amwell.com).



### Other Resources

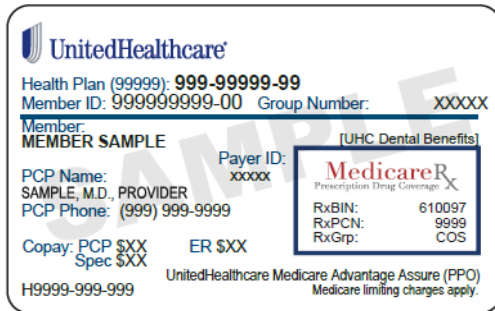
You'll find information in our Care Provider Administrative Guides at [UHCprovider.com/guides](https://UHCprovider.com/guides).

If you have questions, please contact your Physician Advocate, Provider Relations or Network Management representative at [UHCprovider.com](https://UHCprovider.com) > Contact Us > [Network Contacts](#).

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## 2020 Medicare Advantage Sample ID Card



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

## 2020 UnitedHealthcare® Medicare Advantage Assure® (PPO) Plan in Illinois

Group Number	Plan Name	Counties	Plan Type	Centers for Medicare & Medicaid Services Contract Number
69552	UnitedHealthcare® Medicare Complete Assure® (PPO)	Cook	PPO	H0271 004