

# 2025 Medicare Advantage resources

## Quick reference guide

Use this reference guide for quick access to a variety of helpful resources you need when working with our Medicare Advantage plan members.

### UnitedHealthcare Provider Portal

The UnitedHealthcare Provider Portal is your gateway to the UnitedHealthcare online tools. **Create or sign in using a One Healthcare ID** to access the portal tools, including:

- 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. Connect with us 24/7 to get help with portal login, access and functionality questions. To get started, sign in to the portal with your One Healthcare ID. Then, select the chat icon at the bottom-right corner of the page. Support is also available by calling 866-842-3278, option 1.

### Prior authorization requests and advance notification

For more information, go to [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth). You can submit prior authorization requests:

- **Online:** Sign in to the portal. From the left-hand tabs, select Prior Authorizations & Notifications. Then, click “Create a new request.”
- **By phone:** Call the Provider Services number on the back of the member’s ID card



### Claims submission

- **Online:** Submit claims using the UnitedHealthcare Provider Portal. 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), use **Payer ID 87726, MO D-SNP 86050**. Learn more at [UHCprovider.com/edi](https://UHCprovider.com/edi).
- **Paper:** Submit paper claims to the address listed on the member’s ID card. Go to [UHCprovider.com/claims](https://UHCprovider.com/claims) for more information.

### Appeals submission

- **Online:** Submit appeals online at [UHCprovider.com](https://UHCprovider.com). Click the Sign In button in the top-right corner. Click Claims & Payments > Look Up a Claim > Act on Claim > Appeal.
- **Application Programming Interface (API):** API requires technical programming between your organization and UnitedHealthcare. Go to [UHCprovider.com/API](https://UHCprovider.com/API) to learn more.

## My Practice Profile

The My Practice Profile tool at [UHCprovider.com/mpp](https://UHCprovider.com/mpp) lets you view, update and attest to the demographic information our members see for your organization. To review your participation status, explore the Provider Products section in the Provider Demographic Details.

## Primary Care Physician (PCP) membership reports

To access membership reports, sign in to the [UnitedHealthcare Provider Portal](#). Then click Document & Reporting > UnitedHealthcare Reports.

## Model of Care training

The annually required Model of Care training can be accessed at [UHCprovider.com/training](https://UHCprovider.com/training) > Special Needs Plan (SNP) Model of Care Training for Providers.

## Benefit contacts

Benefits vary by plan. State-specific information regarding benefit contacts is available in the [2025 Medicare Advantage Plan Overview](#) > State > State-Specific Information > Benefit Contacts.

## 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](https://UHCprovider.com/telehealth)
- You can find our telehealth service protocols in the administrative guide at [UHCprovider.com/guides](https://UHCprovider.com/guides)

## Behavioral and mental health services

- Call **877-614-0484**
- Call **877-566-7913** for Peoples Health Plans



## Balance billing

- Balance billing is prohibited for Medicare-covered services in the Medicare Advantage program
- You can't bill members for covered services beyond their normal cost-sharing amounts (copayment, deductible or coinsurance). Additional information is available in the [UnitedHealthcare Care Provider Administrative Guide](#) > Chapter 11: Compensation.

## Dual eligible

- Providers may not balance bill or attempt to collect reimbursement from fully eligible D-SNP members. Exceptions to balance billing exist in partial D-SNP plans.
- A member's cost-share responsibility depends on the member's level of Medicaid eligibility, full versus partial Medicaid
- In Utah, Georgia and Oklahoma, full dual members do have to pay Medicaid copays for certain Medicare-covered services
- D-SNP members with questions can call the number on their member ID card
- Non-D-SNP members can call **855-504-5580**, TTY **711**, to see if they qualify for a D-SNP plan

## Prescription medications

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

### ePrescribe

- Activate in your EMR the 2-way Rx capability for both retail and mail to receive requests for new prescriptions from pharmacies
- For mail orders, select the Overland Park, Kansas, mailing address

#### **Optum Home Delivery**

6800 W 115th St, Suite 600  
Overland Park, KS 66211-9838  
NCPDP: 718634

- For questions, call or fax:  
Call: **800-791-7658**, Monday–Friday, 8 a.m.–8 p.m. CT  
Fax: **800-491-7997**

### Oral drug prior authorization requests

- [covermy meds.com/epa/optumrx](https://covermy meds.com/epa/optumrx)
- Call **800-711-4555**, option 1
- Fax
  - Medicare **844-403-1027**
  - Medicaid **866-940-7328**
  - UHC West (PSI2500/UHCNI2500) **866-940-7328**
  - D-SNP **844-403-1028**

### Injectable drug prior authorization requests

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

### Prescription coverage/pricing: [UHCprovider.com/precheckmyscript](https://UHCprovider.com/precheckmyscript)

**Prescription drug formulary: [UHC.com/medicare](https://UHC.com/medicare)** > Shop Medicare plans > Enter ZIP code > Find Plans > View 2025 plans > Medicare Advantage plans > Find plan and select view plan details > Plan Documents > Prescription Drug Coverage

## 2025 UnitedHealthcare UCard

### PCP removal

- Starting, Jan. 1, 2025, the primary care provider (PCP) name and phone number will be removed from some UCards for UnitedHealthcare individual Medicare Advantage plans
- 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

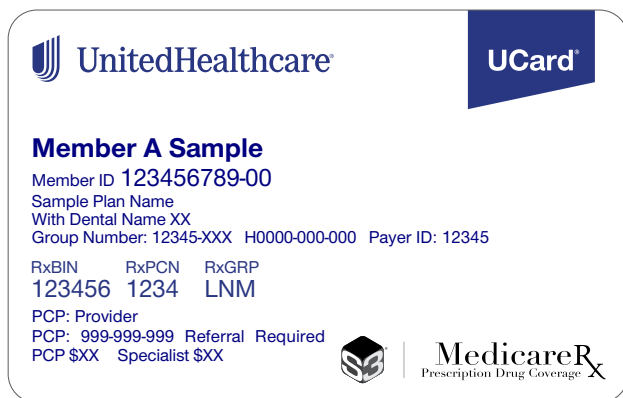
## Member ID

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

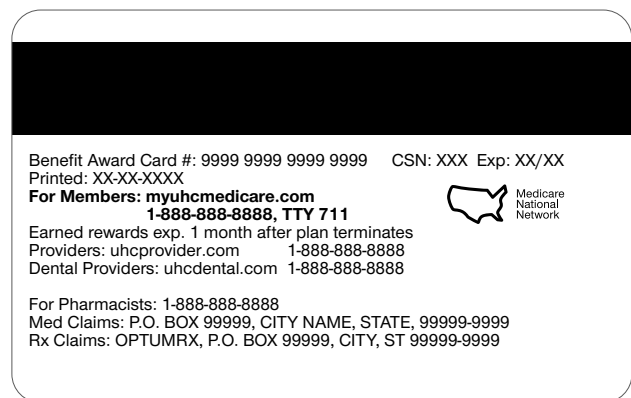
- UnitedHealthcare UCard makes it easier for members to access their benefits and programs so they can take advantage of their plan offerings
- UCard does not need to be activated for you to verify eligibility or provide care services to members and should be used in the same manner as any other UnitedHealthcare 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 the front of the member ID card

## Sample member ID cards

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



front



back

## 2025 plan names

Providers can refer to [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 > State-Specific Information](#).

## UnitedHealthcare Medicare National Network and UnitedHealth Passport®

Referrals are not required for members who travel outside their plan service area and access covered services using the National Network or their Passport benefit. For more information about National Network and Passport, visit [UHCprovider.com/plans](https://UHCprovider.com/plans) > Choose your state > Medicare > Choose plan > Tools & Resources.

### Summary of benefits

State-specific plan benefits are available at [UHC.com/medicare](https://UHC.com/medicare) >Shop Medicare plans > Enter ZIP code > Find plans > View 2025 plans > Medicare Advantage plans > Find plan and select view plan details > Plan documents > Summary of benefits.

### Other resources

- Interactive guide: [2025 Medicare Advantage Plan Overview](#)
- State-specific expansion and health plan overviews: [2025 Medicare Advantage Plan Overview](#) > State > State-Specific Information
- Plans and products: [UHCprovider.com/training/plans and products](https://UHCprovider.com/training/plans-and-products)
- Educational resources: [UHCprovider.com/training](https://UHCprovider.com/training)
- Care provider administrative guides: [UHCprovider.com/guides](https://UHCprovider.com/guides)
- UnitedHealthcare plan tools and resources: [UHCprovider.com/plans](https://UHCprovider.com/plans) > choose your state > Medicare



### Questions?

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