

PROVIDER BULLETIN

New UnitedHealthcare Medicare Advantage plans for members in your area

Effective January 1, 2023, UnitedHealthcare® Medicare Advantage plans are available in new counties in Rhode Island. Because you participate and are contracted for the UnitedHealthcare Medicare Advantage network, your services will be covered at the in-network benefit level for these members.

Member ID card changes

- Members have new ID cards
- The new ID cards are effective for dates of service on or after January 1, 2023
- Members have a new 9-digit member ID number

Please update this information in your records and check the member's eligibility each time they visit your office. Also, ensure the member's new ID number is included on claim submissions or when requesting services that require prior authorization.

Provider Call Center Number Change

- The provider Call Center phone number will change
 - If you can't find the information you need on [UHCprovider.com](https://www.uhcprovider.com), please call **855-766-0344**
- Changes to our claims processing platform

What this means for you

You don't have to take any action. As potential membership grows, your practice may see more members. We want to help ensure you have the information you need to deliver care to these new patients. Eligible members may contact your office to ask about your participation status or to schedule an appointment. Please let your administrative staff know about these new plans so they can help answer member questions.

Expanded service areas

Rhode Island	UnitedHealthcare Dual Complete® Choice (PPO DSNP)	New	Bristol, Kent, Newport, Providence, Washington
Rhode Island	UnitedHealthcare Dual Complete® Select (HMO-POS DSNP)	New	Bristol, Kent, Newport, Providence, Washington

3 things to know about our Medicare Advantage plans

1. Members enrolled in health maintenance organization (HMO) plans and certain preferred provider organization (PPO) plans are required to choose a participating primary care provider (PCP) in their plan's home service area. The PCP is listed on the member's ID card.
2. Referrals may be required. Be sure to check plan referral requirements by signing in at UHCprovider.com/referrals or by looking at the member's ID card.
3. Prior authorization and advance notification requirements will apply to some services. For more information, go to [UHCprovider.com/prior auth](https://UHCprovider.com/priorauth).

Dual Special Needs Plan (DSNP) reminder

This type of Medicare Advantage plan is for members eligible for both Medicaid and Medicare. DSNPs serve both full dual and partially dual-eligible members. Partially dual members get help paying their medical costs with some cost share responsibility.

As a care provider, you're required to enroll or register with the state Medicaid plan for Medicare secondary cost-share billing purposes. Depending on the state Medicaid agency process, this could include registering for a care provider Medicaid ID number to be reimbursed for the remaining deductible, copayment or coinsurance amount. If you decide not to enroll or re-enroll with the state Medicaid program, you'll give up your ability to seek the secondary payer reimbursement for a dual-eligible member.

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