

Get to know our plans

Gain insight on how Medicare Advantage Plans and Dual Special Needs Plans fit together. View example ID cards and learn how you're reimbursed from each for your services and where you can find additional resources.

Medicare Advantage Plans

Medicare Advantage Plans are an all-in-one alternative to Original Medicare. They are offered by private companies, such as UnitedHealthcare, and are approved by Medicare. These plans may offer riders to cover extra benefits such as dental, vision and hearing.

Dual Special Needs Plans

UnitedHealthcare Dual Complete Special Needs Plans (DSNP) fall under the Medicare Advantage Plans umbrella. These plans offer benefits for people with both Medicare and Medicaid. DSNP may also offer dental, vision and hearing benefits.

Review the Medicare Advantage ID card

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

Member: MEMBER SAMPLE Payer ID: xxxxx
[UHC Dental Benefits]

PCP Name: SAMPLE, M.D., PROVIDER
PCP Phone: (999) 999-9999

Copy: PCP \$XX ER \$XX
Spec \$XX

H9999-999-999

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 9999, Healthcare, US 99999-9999

[UHC Dental Providers: www.DENTALURL.com 1-999-999-9999]

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

Review the DSNP ID card

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

Member: MEMBER SAMPLE Payer ID: xxxxx
[UHC Dental Benefits]

PCP Name: SAMPLE, M.D., PROVIDER
PCP Phone: (999) 999-9999

H9999-999-999

UnitedHealthcare Dual Complete (HMO D-SNP)
Medicare limiting charges apply.

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 1-999-999-9999

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

[UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

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

Getting reimbursed with Medicare Advantage Plans

Many Medicare Advantage Plans are HMO, which is why you may see HMO on the front of a Medicare Advantage member ID card. Under a Medicare Advantage Plan, Dental falls under Commercial PPO and, in most states, is reimbursed under the provider's PPO fee schedule. Use the contact information on the card to verify the member's eligibility.

Billing for patients with both Medicare and Medicaid

Medicaid is the payer of last resort. That means you must bill and receive an explanation of benefits from other insurance or source of health care coverage before billing UnitedHealthcare.

Explore details of Medicare Advantage plans

- Quick reference guides are on uhcdental.com
- UHC On Air training courses are on uhcdental.com
Log in and click UHC On Air Channel under Quick Links

Explore details of DSNP

- Quick reference guides are on uhcdentalproviders.com
- UHC On Air training courses are on uhcdentalproviders.com. Before logging in, click Provider training under Provider information.



Questions about Medicare Advantage Plans or DSNP?

We're here to help. Reach out to us at **800-822-5353** for more information.