

Administrative updates for UnitedHealthcare Medicare Advantage members in Hawaii



For dates of service beginning Jan. 1, 2024, MDX Hawaii, Inc., an affiliate of UnitedHealthcare, will manage certain administrative services for the following UnitedHealthcare Medicare Advantage benefit plans.

Group delegated entity	Contract number	PBP	Segment ID	Group number
MDX Hawaii, Inc.	H2406	040	000	90792
MDX Hawaii, Inc.	H2406	040	000	90793
MDX Hawaii, Inc.	H2406	041	000	90794
MDX Hawaii, Inc.	H2406	041	000	90795
MDX Hawaii, Inc.	H2406	059	000	90804
MDX Hawaii, Inc.	H2406	058	000	90803

Verifying member eligibility

You can verify member eligibility through the [UnitedHealthcare Provider Portal](#). Go to [UHCprovider.com](#), click Sign In and then select Eligibility.

Prior authorization

Prior authorization may be required for certain services based on the member's plan. Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with UnitedHealthcare Medicare Advantage PPO.

Services that require prior authorization will be listed at [UHCprovider.com/priorauth](#) > Advance Notification and Plan Requirement Resources. Submit your request at least 14 days before the planned date of service:

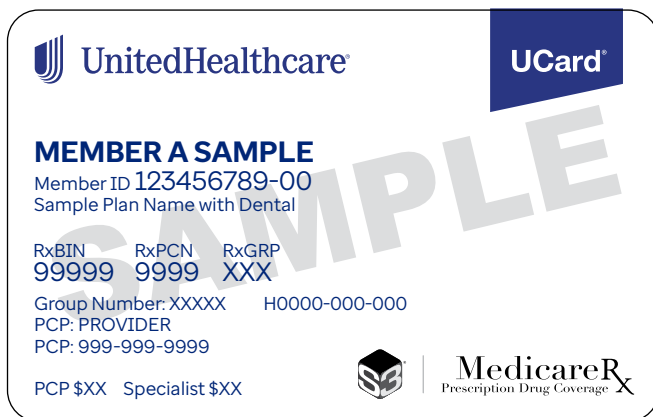
By phone: Call the Provider Services number on the member's ID card

You don't need to submit another prior authorization request if a request was previously reviewed and approved by UnitedHealthcare for dates of service starting Jan. 1, 2024, and after. MDX Hawaii, Inc. will reimburse services approved by UnitedHealthcare.

2024 UnitedHealthcare UCard

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

- Nearly all UnitedHealthcare Medicare Advantage plan members who receive an ID card receive the UnitedHealthcare UCard® (some plan exclusions may apply)
- 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 an S3 number, security code and scannable barcode 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



front



back

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

2024 plan name changes

Starting Jan.1, 2024, providers can refer to the [Plan Name Change Crosswalk](#) for the state-specific 2024 plan names. Before Jan. 1, 2024, the crosswalk will only display 2023 health plan names.

Plan overviews

Plan overviews are available in the [2024 Medicare Advantage Plan Overview](#) > State > Plan overview interactive guide.

Summary of benefits

State-specific plan benefits are available at [UHC.com/medicare](#) > Shop Medicare Plans > Enter ZIP code > Find plans > View 2024 plans > select Medicare Advantage plans or Medicare Special Needs plans tab > find plan and select View plan details > Plan Documents > select Summary of Benefits.

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](#) > Choose your state > Medicare > Choose plan > Tools & Resources.

Claims

Submit claims using the following electronic Payer ID or mailing address:

Payer ID: 87726

Mailing address: Submit paper claims to the address listed on the member's ID card

Check the status of your claim submission:

By phone: Call the Provider Services number on the member's ID card



Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.



Questions?

Chat with a live advocate 7 a.m.-7 p.m. CT from the [UnitedHealthcare Provider Portal](#). You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.-5 p.m. CT, Monday-Friday.