

# Administrative updates for UnitedHealthcare Medicare Advantage members in Texas



WellMed Medical Management Inc., an affiliate of UnitedHealthcare, will manage certain administrative services for the following UnitedHealthcare Medicare Advantage benefit plans. This reference guide provides an overview of the administrative processes, including how to:

- Verify member eligibility
- Submit referrals
- Submit prior authorization requests
- Notify us of hospital admissions
- Submit claims
- Submit claim reconsideration requests

The following benefit plans will be administered by WellMed:

Group delegated entity	Contract number	PBP	Segment ID	Group number
WellMed Medical Management Inc.	H4514	013	001	TX99TXDSNPF1
WellMed Medical Management Inc.	H4514	013	001	TX99TXDSNPP1
WellMed Medical Management Inc.	H4514	013	002	TX99TXDSNPF2
WellMed Medical Management Inc.	H4514	013	002	TX99TXDSNPP2
WellMed Medical Management Inc.	H4514	013	003	TX99TXDSNPF3
WellMed Medical Management Inc.	H4514	013	003	TX99TXDSNPP3
WellMed Medical Management Inc.	H4514	007	000	90116
WellMed Medical Management Inc.	H4514	007	000	90117
WellMed Medical Management Inc.	H4514	014	000	90129
WellMed Medical Management Inc.	H4514	015	000	90130
WellMed Medical Management Inc.	H4514	016	000	90131
WellMed Medical Management Inc.	H4514	016	000	90164
WellMed Medical Management Inc.	H4514	017	000	90312
WellMed Medical Management Inc.	H4514	018	000	90313
WellMed Medical Management Inc.	H4514	018	000	90314
WellMed Medical Management Inc.	H4514	019	000	TX99TXDSNP5F

Group delegated entity	Contract number	PBP	Segment ID	Group number
WellMed Medical Management Inc.	H4514	019	000	TX99TXDSNP5P
WellMed Medical Management Inc.	H4527	001	000	00300
WellMed Medical Management Inc.	H4527	002	000	00309
WellMed Medical Management Inc.	H4527	003	000	00310
WellMed Medical Management Inc.	H4527	003	000	90029
WellMed Medical Management Inc.	H4527	004	000	00303
WellMed Medical Management Inc.	H4527	004	000	90031
WellMed Medical Management Inc.	H4527	005	000	00304
WellMed Medical Management Inc.	H4527	006	000	00305
WellMed Medical Management Inc.	H4527	006	000	90032
WellMed Medical Management Inc.	H4527	013	000	00306
WellMed Medical Management Inc.	H4527	015	000	00307
WellMed Medical Management Inc.	H4527	015	000	90165
WellMed Medical Management Inc.	H4527	024	000	00308
WellMed Medical Management Inc.	H4527	024	000	96000
WellMed Medical Management Inc.	H4527	037	000	90122
WellMed Medical Management Inc.	H4527	037	000	90123
WellMed Medical Management Inc.	H4527	039	000	90118
WellMed Medical Management Inc.	H4527	040	000	90119
WellMed Medical Management Inc.	H4527	041	000	90120
WellMed Medical Management Inc.	H4527	042	000	90121
WellMed Medical Management Inc.	H4527	045	000	90315
WellMed Medical Management Inc.	H5322	025	000	TX99TXSNH2FW
WellMed Medical Management Inc.	H5322	025	000	TX99TXSNH2PW
WellMed Medical Management Inc.	H5322	026	000	00012
WellMed Medical Management Inc.	H5322	026	000	90166
WellMed Medical Management Inc.	H1278	003	000	77018
WellMed Medical Management Inc.	H1278	003	000	77019
WellMed Medical Management Inc.	H1278	004	000	90110
WellMed Medical Management Inc.	H1278	004	000	90111
WellMed Medical Management Inc.	H1278	005	000	90112
WellMed Medical Management Inc.	H1278	010	000	90114
WellMed Medical Management Inc.	H1278	010	000	90115
WellMed Medical Management Inc.	H1278	013	000	72806
WellMed Medical Management Inc.	H1278	014	000	17064
WellMed Medical Management Inc.	H1278	014	000	72807
WellMed Medical Management Inc.	H1278	015	000	72814
WellMed Medical Management Inc.	H1278	016	000	72815

Group delegated entity	Contract number	PBP	Segment ID	Group number
WellMed Medical Management Inc.	R6801	008	000	99950
WellMed Medical Management Inc.	R6801	009	000	99951
WellMed Medical Management Inc.	R6801	009	000	99954
WellMed Medical Management Inc.	R6801	011	000	99952
WellMed Medical Management Inc.	R6801	012	000	99953
WellMed Medical Management Inc.	R6801	012	000	99955
WellMed Medical Management Inc.	H0609	050	000	90723
WellMed Medical Management Inc.	H0609	051	000	90724
WellMed Medical Management Inc.	H0609	052	000	91642
WellMed Medical Management Inc.	H0609	052	000	90725
WellMed Medical Management Inc.	H0609	053	000	90726
WellMed Medical Management Inc.	H0609	053	000	91644
WellMed Medical Management Inc.	H0609	054	000	90727
WellMed Medical Management Inc.	H0609	054	000	90728
WellMed Medical Management Inc.	H0609	055	000	90729
WellMed Medical Management Inc.	H0609	056	000	92122
WellMed Medical Management Inc.	H0609	057	000	90731
WellMed Medical Management Inc.	H0609	057	000	91636
WellMed Medical Management Inc.	H0609	058	000	90732
WellMed Medical Management Inc.	H0609	059	000	90733
WellMed Medical Management Inc.	H0609	060	000	90734
WellMed Medical Management Inc.	H0609	061	000	90735
WellMed Medical Management Inc.	H0609	062	000	90736
WellMed Medical Management Inc.	H0609	063	000	90737
WellMed Medical Management Inc.*	H0609	064	000	90711
WellMed Medical Management Inc.*	H0609	064	000	90712
WellMed Medical Management Inc.*	H0609	065	000	90714
WellMed Medical Management Inc.*	H0609	065	000	90716
WellMed Medical Management Inc.*	H0609	066	000	90717
WellMed Medical Management Inc.*	H0609	066	000	90718
WellMed Medical Management Inc.*	H0609	067	000	90720
WellMed Medical Management Inc.*	H0609	067	000	90722
WellMed Medical Management Inc.*	H0609	068	000	90767
WellMed Medical Management Inc.*	H0609	068	000	90768
WellMed Medical Management Inc.*	H0609	070	000	90769
WellMed Medical Management Inc.*	H0609	071	000	90771
WellMed Medical Management Inc.	H0609	822	000	Various group numbers
WellMed Medical Management Inc.*	H1278	021	000	90772

Group delegated entity	Contract number	PBP	Segment ID	Group number
WellMed Medical Management Inc.*	H1278	021	000	90773
WellMed Medical Management Inc.*	H1278	022	000	90774
WellMed Medical Management Inc.*	H1278	022	000	90775
WellMed Medical Management Inc.*	H1278	023	000	90776
WellMed Medical Management Inc.*	H1278	024	000	90777
WellMed Medical Management Inc.*	H1278	024	000	90778
WellMed Medical Management Inc.*	H1278	025	000	90779
WellMed Medical Management Inc.*	H1278	026	000	90780
WellMed Medical Management Inc.*	H1278	027	000	90781
WellMed Medical Management Inc.	H2406	039	000	90786
WellMed Medical Management Inc.	H2406	039	000	90787
WellMed Medical Management Inc.	H2406	039	000	90788
WellMed Medical Management Inc.	H2406	039	000	90789
WellMed Medical Management Inc.	H2406	039	000	90790
WellMed Medical Management Inc.	H2406	039	000	90791
WellMed Medical Management Inc.*	H2406	119	000	90861
WellMed Medical Management Inc.*	H2406	119	000	90862
WellMed Medical Management Inc.*	H2406	119	000	90914
WellMed Medical Management Inc.*	H2406	119	000	90915
WellMed Medical Management Inc.*	H2406	121	000	90865
WellMed Medical Management Inc.*	H2406	121	000	90916
WellMed Medical Management Inc.*	H4527	048	000	90917
WellMed Medical Management Inc.*	H4527	051	000	91613
WellMed Medical Management Inc.*	H4527	051	000	91612
WellMed Medical Management Inc.	R6801	011	000	91632
WellMed Medical Management Inc.	H2406	050	000	TXSNPP8W
WellMed Medical Management Inc.	H2406	050	000	TXSNPQ8W
WellMed Medical Management Inc.	H4514	013	001	TXDSNPQ1
WellMed Medical Management Inc.	H4514	013	002	TXDSNPQ2
WellMed Medical Management Inc.	H4514	013	003	TXDSNPQ3
WellMed Medical Management Inc.	H4514	019	000	TXDSNP5Q
WellMed Medical Management Inc.	H4514	021	000	TXDSNPF8
WellMed Medical Management Inc.	H4514	021	000	TXDSNPP8
WellMed Medical Management Inc.	H5322	025	000	TXSNH2QW
WellMed Medical Management Inc.*	H5322	038	000	TXSNPF6W
WellMed Medical Management Inc.*	H5322	038	000	TXSNPP6W
WellMed Medical Management Inc.*	H5322	038	000	TXSNPQ6D

\*New plan in 2024



Please note WellMed doesn't manage administrative services for members assigned to a primary care provider (PCP) in:

- Southwestern Health Resources (North Texas)
  - Payer ID on the member's ID card will be 87726
- HealthTexas Medical Group (San Antonio)
  - Please use the claims submission information on the member's ID card

## Verifying member eligibility

You can verify member eligibility online, by phone or using electronic data interchange (EDI):

**Online:** Sign in to the [UnitedHealthcare Provider Portal](#) and select Eligibility

**Electronic data interchange (EDI):** Use Transactions 270 (Inquiry) and 271 (Response) through your vendor or clearinghouse

**By phone:** 877-842-3210

## Referrals

For plans that require referrals, submit referral requests online at [eprg.wellmed.net](http://eprg.wellmed.net).

## 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](http://UHCprovider.com/priorauth) > Advance Notification and Plan Requirement Resources. Submit your request at least 14 days before the planned date of service:

**Online:** [eprg.wellmed.net](http://eprg.wellmed.net)

**By phone:** 877-757-4440

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. WellMed will reimburse services approved by UnitedHealthcare.

## Hospital admission notifications

Please notify WellMed of hospital admissions no later than 1 business day after admission:

**Online:** [eprg.wellmed.net](http://eprg.wellmed.net)

**By phone:** 877-490-8982

**By fax:** 877-757-8885

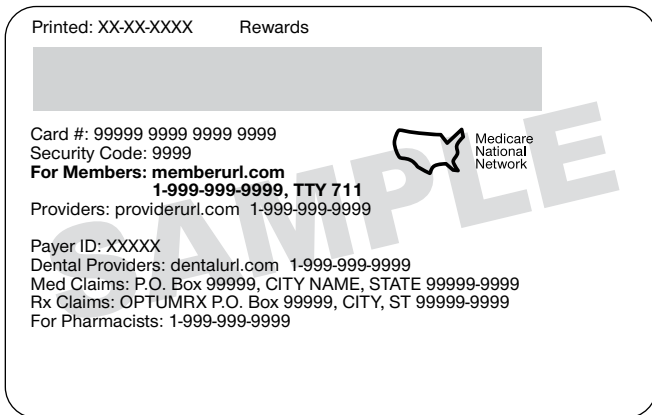
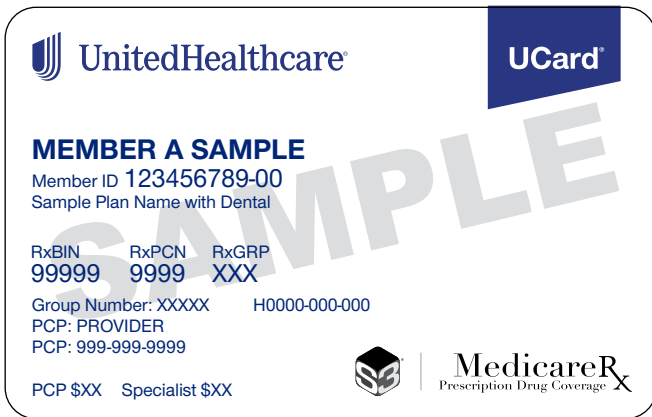
## Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID WELM2 and will have other applicable delegation-specific descriptors such as delegate name and delegate website listed as the care provider contact. You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

## 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



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



### Claims

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

**Payer ID:** WELM2

**Mailing address:**

WellMed Claims  
P.O. Box 30508  
Salt Lake City, UT 84130-0508

DSNP: WellMed Claims  
P.O. BOX 30578  
Salt Lake City, UT 84130-0578

Submit claim reconsiderations:

**Online:** WellMed PHC Claims Portal at [americas.pch.global](https://americas.pch.global)

**By phone:** 800-550-7691

**By mail:**

WellMed Claims  
P.O. Box 30508  
Salt Lake City, UT 84130-0508

DSNP: WellMed Claims  
P.O. BOX 30578  
Salt Lake City, UT 84130-0578

Check the status of your claim submission:

**Online:** [eprg.wellmed.net](https://eprg.wellmed.net)

**By phone:** 800-550-7691

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

## 2024 plan name changes

Providers can refer to the [Plan Name Change Crosswalk](#) for the state-specific 2024 plan names.

## Plan overviews

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



### 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.