

New SecureHorizons Escalation Process (Medicare Advantage/SecureHorizons) **Effective 6/1/2011**

1. How do I determine if the issue presented is Commercial or SecureHorizons/Medicare?
 - EOB, See below examples
 - Group number- SecureHorizons Maine residents are: 35000(majority), 35012 and 35024
 - ID card, See below example for Medicare. Maine PPO Medicare ID Cards will show **H2001 PBP # 001** on the bottom left hand corner. All other H/PBP numbers mean the member is traveling from another state and maybe using their Passport Benefit.

2. Where do I call/send an issue that follows appropriate escalation process specific to SecureHorizons.
 - Validate that initial processes to allow escalation of issue have been completed.
 - ✓ Contacted customer service number on back of members ID card.
 - ✓ Contacted customer service number appearing on Provider Remittance Advice.
 - ✓ PFFS Reconsideration/Appeal form has been faxed or mailed with No resolution received after 30 days of form being received at UHC. (**Reconsideration/Appeal form is found at unitedhealthcareonline.com, Home > Tools & Resources > Products & Services > Medicare > Private Fee For Service (PFFS)**)
 - ✓ No resolution received through customer service after 30 days of dispute submission. This is either confirmed by phone with Reference# to call or provider/group still does not agree with decision letter received from UHC.

 - **1 800-842-3585**... a UHC representative will be calling you back directly within 24 hours to discuss issue.
 - In addition, to expedite the issue, send a fax that includes Reference # of your first reconsideration/appeal attempt, "Reconsideration Form", Copy of claim, copy of "Provider Remittance Advice" (EOB) and any further documentation that will assist in resolution to **952-992-4320, Attention: SecureHorizons.**

3. With referral process what is the initial response time for SecureHorizons contracted providers?
 - A UHC representative will be contacting you directly within 24 hours

4. What if I need to send a fax for SecureHorizons?
 - Send the fax to **952-992-4320**, **Attention: SecureHorizons** a UHC representative will be contacting you directly within 48 hours

5. What is the difference in PPO and PFFS Medicare membership in Maine?
 - In Maine, providers may see members that have enrolled in either the AARP MedicareComplete PPO plan or the SecureHorizons PFFS Medicare Direct plan. PPO members currently reside within Cumberland, Kennebec, Sagadahoc and York Counties. PFFS members reside in Piscataquis, Somerset and Washington Counties.
 - Please refer below for examples of Medicare membership differences in both ID cards and EOBs

Member may also be enrolled in one of our AARP Medicare Supplement plans. These are not related to SecureHorizons and should not follow the same processes detailed above.

Medicare EOB (PRA) examples:

CHS=Medicare Advantage



UNITEDHEALTHCARE OF THE MID-ATLANTIC, INC.
P.O. BOX 31361
SALT LAKE CITY UT 84131

PROVIDER REMITTANCE ADVICE

When you see "Provider Remittance Advice" this is a Medicare/Secure Horizons EOB. Below will see "CHS" circled, this lets you know at a glance this is a Maine Secure Horizon Medicare Advantage member.

CHECK DATE 08/18/10	REF # 0601 CHS MC4 005 829
CHECK NO. C0006757	AMOUNT NO CHECK
TAX ID NO.	PAYEE ID

QUESTIONS? CONTRACTED PROVIDERS CALL
1-888-886-8296, NONCONTRACTED
PROVIDERS WRITE TO: SECUREHORIZONS
PO BOX 31362 SALT LAKE CITY, UT 84131-0365

OEB=PFFS member

SECURE HORIZONS MEDICARE DIRECT
P.O. BOX 31353
SALT LAKE CITY UT 84131

**PROVIDER
REMITTANCE
ADVICE**

A member of the UnitedHealthcare Corporation family of services

When you see "Provider Remittance Advice" this is a Medicare EOB. Circled below is "OEB" this means a Private Fee For Service (PFFS) membership.

CHECK DATE 05/30/10	REF.# 0527 OEB MC5 005 706
CHECK NO. 41697557	AMOUNT \$849.31
TAX ID NO.	PAYEE ID

QUESTIONS? CALL 1-866-579-8811 OR
WRITE: SECUREHORIZONS, PO BOX 31353
SALT LAKE CITY, UT 84131-0353
WWW.UNITEDHEALTHCAREONLINE.COM

Medicare ID card example:

AARP MedicareComplete
by SecureHorizons

Health Plan (80840) 911-87726-04

Member ID: [REDACTED] Group Number 35000

Member: [REDACTED]

Payer ID 87726

MedicareRx
Prescription Drug Coverage

RxBin: 610097
RxPCN: 9999
RxGrp: COS

Copay: Office/ Spec/ ER
\$20/ \$35/ \$50

AARP MedicareComplete Choice (PPO)
H2001 PBP# 001

In an emergency go to the nearest emergency room or call 911.

This card doesn't guarantee coverage. To verify benefits, view claims, or find a physician, visit www.aarpmedicarecomplete.com or call member services Monday - Sunday 8:00 am to 8:00 pm

For Member Service: 1-800-643-4845 TDD 711
Nurse Line: 1-877-365-7949 TDD 711
Mental Health: 1-800-985-2596 TDD 711
Dental: 1-800-643-4845 TDD 711

For Providers: www.unitedhealthcareonline.com 1-877-842-3210
Medical Claim Address: PO Box 31362 Salt Lake City, UT 84131-0365

UnitedHealthcare UHC
Medicare Solutions NO Referral Required
Pharmacy Claims: RX Solutions PO Box 6082 Cypress, CA 90630-0082
For Pharmacists: 1-877-889-6510

Health Care Insurance Identification Cards

SecureHorizons
by UnitedHealthcare

Health Plan (80840) 911-87726-04

Member ID: 999999999-99 Group Number 99999

Member:
SUBSCRIBER BROWN

Payer ID 87726

MedicareRx
Prescription Drug Coverage

RxBin: 610097
RxPCN: 9999
RxGrp: COS

Copay: Office/ Spec/ ER
\$15/ \$35/ \$50

SecureHorizons MedicareDirect Rx Plan 55 (PFFS)
H5435 PBP# 024

In an emergency go to the nearest emergency room or call 911.



This card doesn't guarantee coverage. To verify benefits, view claims, or find a physician, visit www.securehorizons.com or call member services Monday - Sunday 8:00 am to 8:00 pm

For Member Service: 1-866-579-8774 TDD 711

For Providers: www.unitedhealthcareonline.com/pffs 1-866-579-8811
Medical Claim Address: PO Box 31353 Salt Lake City, UT 84131-0353

UnitedHealthcare UHC
Medicare Solutions
Pharmacy Claims: Rx Solutions PO Box 6082 Cypress, CA 90630-0082
For Pharmacists: 1-877-889-6510

PFFS ID card example. Provider awareness is key