



Advantage U (PPO) Network

Provider Reference Guide

Advantage U Provider Reference Guide

Advantage U Signature (PPO) is a Medicare Advantage product offered by Advantage U, and sponsored by University of Utah Health Plans. Advantage U Signature offers all of the benefits of Traditional Medicare Parts A and B, as well as enhanced features such as dental, hearing, vision, and fitness options. Beginning January 1, 2021, this plan is available to Medicare-eligible members in Davis, Salt Lake, Tooele, Utah, and Weber counties. For 2021, we're pleased to offer these robust benefits—with no additional premiums and zero to low out-of-pocket responsibility—to our Advantage U Signature members.

Resources for Providers

Contact Us

- | | |
|---|---|
| • Customer Service | 855-275-0374 |
| • Medical Management | 888-605-0858 801-587-3003 |
| • Prior Authorizations | 888-605-0858 801-587-3003 |
| • EDI Support Email and Support | 801-587-2638
uuhpedi@hsc.utah.edu |
| • Provider Relations | 801-587-2838
provider.relations@hsc.utah.edu |
| • Pharmacy
(Prior Authorizations) – CVS Caremark®
(Formulary) | 888-970-0851
uhealthplan.utah.edu/pharmacy |
| • Sales (Prospective Members) | 801-933-2605
AdvantageUMedicare.com |

Provider Website (public)

uhealthplan.utah.edu/for-providers

- Contracting
- Credentialing
- Claims and Appeals
- Electronic Data Interchange (EDI)
- Forms and Guidelines
- Provider Manual, Newsletters, and Education
- Pharmacy

Provider Portal (secure)

Powered by HealthTrio®

Under Development

Coming June, 2021

The Advantage U Provider Portal is a secure, web-based tool available only to contracted providers. The portal offers a convenient 24/7 means to check:

- Claims status and payment information
- Benefits and eligibility
- Request prior authorizations and review referrals

Until the new Provider Portal is available, Customer Service—at **855-275-0374**—can provide claims, benefits, and eligibility information.

- For prior authorizations, visit uhealthplan.utah.edu/for-providers/forms.php

Identifying Advantage U Members

Front

Advantage |  Advantage U Signature (PPO)

Subscriber Name:	In Network Benefits
<M_INIT L_NAME>	PCP Visit \$0
Subscriber ID:	Specialist \$30
<SBSB_ID>	Urgent Care \$45
	Emergency Room \$90

RxBin 004336
RxPCN MEDADV
RxGroup RX20AP

H4304-001



Back

Advantage |  www.AdvantageUMedicare.com

Please review your plan documents for services that require prior authorization. Without prior approval, the claims may not be paid. Medicare charge limitations may apply.

Prior Auth/UM 888-605-0858
Pharmacy 888-970-0851

Submit Medical Claims to:
Advantage U Medicare
PO Box 4405 Scranton, PA 18505

Important Phone Numbers:

Customer Service
855-275-0374 TTY-711
Dental Customer Service- DentaQuest
800-516-0646 TTY-711
Vision- VSP 855-492-9028
OTC Benefit- Solutran 833-432-3703
Hearing Aids- TruHearing 844-268-4908
The Silver&Fit® Program- 877-427-4788
TTY-711

Submit Dental Claims to:
DentaQuest- Advantage U
PO Box 2906 Milwaukee, WI 53201-2906

Verifying Eligibility Prior to Visit

- | | |
|--|---------------------|
| • EDI – Eligibility inquiry/response (real time) | Transaction 270/271 |
| • Advantage U Secure Provider Portal | Coming June, 2021 |
| • Advantage U Customer Service | 855-275-0374 |

Be sure to ask members for their Advantage U identification card rather than their Medicare card.

Coverage Policies

View Medical, Administrative, and Reimbursement policies for Advantage U members at uhealthplan.utah.edu/medicalpolicy.

- New coverage policies are posted as “Upcoming Policies” on the site 60 days prior to their effective date
- Updates to coverage policies are also published in the second month of each quarter in our Provider Connection newsletter at uhealthplan.utah.edu/for-providers/provider-manual.php

Obtaining Prior Authorizations

- Medical – View summaries of medical prior authorization requirements for Advantage U members, or submit a Prior Authorization Request Form at uhealthplan.utah.edu/for-providers/forms.php
- Pharmacy – View the Advantage U pharmacy formulary or submit a pharmacy Prior Authorization Request form at uhealthplan.utah.edu/pharmacy

Submitting Claims

We prefer you submit claims electronically through UHIN, using TPN HT000179-002.

If you need to submit a paper claim, please mail the claim to:

Advantage U Claims
Cognizant
PO Box 4405
Scranton, PA 18505

Checking Claims Status

- Provider Portal (secure) (for contracted providers only) **Available June, 2021**
Prior to June, 2021, or for noncontracted providers, call Customer Service
- EDI – Claim status inquiry/response (real time) Transaction 276/277
- Advantage U Customer Service 855-275-0374

Appeals

University of Utah Health Plans complies with all requirements from the Centers for Medicare & Medicaid Services (CMS) regarding providers and members’ right to appeal an adverse determination. Visit uhealthplan.utah.edu/for-providers/claims.php and click on the “Appeal Process” tab at the top of the page.

- **Provider** appeal rights and forms are available on the Appeal Process tab.
- **Advantage U Signature member** appeal rights and forms are available at AdvantageUMedicare.com

Compliance Requirements

CMS requires all providers to treat every Medicare Advantage member respectfully, regardless of physical condition, age, race, or gender preference. To this end, Cultural Competency Compliance trainings and ADA attestations are required annually.

- While you may complete any Cultural Competency Compliance training module, these trainings and attestation tools are available on our website for your convenience. Visit uhealthplan.utah.edu/for-providers/provider-manual.php. Scroll to the bottom of the web page and select the appropriate link.
- Clinic staff meetings or in-service are an ideal time to complete annual training.

Resources for Members

Advantage U Member Website

AdvantageUMedicare.com

Care Management

888-605-0858 | 801-587-3003

We believe in the power of collaboration and understand the importance of partnering with our community. Our Care Management nurses help ensure members are aware of the support systems available to them. Our team of registered nurses is ready to help members and their providers coordinate healthcare needs, including:

- Supporting providers to ensure the highest quality of care is received in an efficient manner
- Assisting members seeking assistance with mental health needs or substance use disorders
- Helping members understand advanced care planning and express their wishes to caregivers
- Assisting members with their safe discharge from an inpatient setting by answering their questions about medications or scheduling follow-up appointments with their provider
- Encouraging management of chronic conditions such as asthma, diabetes, or heart disease through education, care coordination, and information about community classes and resources

Pharmacy Customer Service

888-970-0851

Pharmacy Mail Order Address:

CVS Caremark Mail Order Pharmacy

PO Box 94467

Palatine, IL 60094-4467

Extended Benefits

Dental – Dentaquest®

800-516-0646 / dentaquest.com

- Preventive services: \$0 out-of-pocket
- Comprehensive services: \$0 copay, up to \$1,000 coverage limit

Vision – VSP® Vision Care

800-877-7195 / vsp.com

- Routine eye exam – \$0 copay
 - Hardware
 - Frames – \$120 allowance every two years
 - Lenses – \$30 copay every two years
- OR
- Contact Lenses – \$120 allowance every two years

Hearing – TruHearing®

844-268-4908

- Routine hearing exam – \$0 copay, one per year
- Hearing aids – \$699 to \$999 copay per hearing aid; one per ear, per year

Fitness – Silver&Fit®

877-427-4788 / silverandfit.com

- Advantage U provides complimentary membership in several local fitness centers and the YMCA for standard fitness services; home fitness kits are also available

Solutran® Supplemental OTC Benefits

833-432-3703

- Monthly credit available to purchase a variety of OTC medications and health-related items at participating retail locations

Utah Health Insurance Information Program (SHIP)

800-541-7735

- State-sponsored resources for seniors

Page intentionally left blank.

Advantage | 

For additional information visit
[AdvantageUMedicare.com](https://www.advantageumedicare.com)

Advantage U Signature (PPO) H4304-001