

2025 UCard update

UnitedHealthcare Medicare Advantage

Overview

Starting, Jan. 1, 2025, the primary care provider (PCP) name and phone number will be removed from some UCards for UnitedHealthcare individual Medicare Advantage plans. This change will affect most open access HMO, POS and PPO plans. This change is only to the member's physical UCard.

The PCP name and phone number will continue to display on most Gatekeeper (referral plans), except for People's Health plans and some Dual Special Needs Plans (D-SNPs). UnitedHealthcare Medicare Advantage plans that have delegated arrangements will continue to display the delegated entity's name on the front of the UCard, if desired by the delegated entity.

UCard will continue to have the information needed to verify eligibility. Please continue to use standard processes to verify eligibility to identify the member's assigned PCP.

For more information about this change for 2025, please refer to the following frequently asked questions.

Frequently asked questions

Why is UnitedHealthcare removing the PCP name and phone number from UCards?

Using [digital self-service tools](#) to identify a member's assigned PCP and verify eligibility helps ensure use of the most current plan information and improves member experience by reducing the need for card replacement.

Which plans are impacted by this change?

Most open access HMO, POS and PPO plans in all states will no longer have the PCP name and phone number on the UCard. This includes both nondelegated plans and a select number of UnitedHealthcare Medicare Advantage plans that have delegated arrangements.

Will the PCP name and phone number eventually be removed from all member ID UCards?

Yes. UnitedHealthcare plans to remove the PCP name and phone number from all UCards in the future beyond 2025 to help enhance all members' experience with UCards.

If the PCP is not listed on the UCard, where can providers and members find assigned PCP information?

Providers can access the member's PCP assignment information on the UnitedHealthcare Provider Portal or via eligibility check (EDI 270/271). For delegated plans, UnitedHealthcare also shares a roster on a monthly basis.

Members can access their PCP assignment on the member portal or app. They can also call UnitedHealthcare Customer Service for this information.

Can a provider refuse to see a member because their name is no longer on the member's UCard?

No, providers should not refuse service to a member because the PCP name is not present on the UCard. Providers can access the member's PCP assignment information on the UnitedHealthcare Provider Portal or via eligibility check (EDI 270/271). For delegated plans, UnitedHealthcare also shares a roster on a monthly basis.

Are there plans that currently do not list PCP information on the UCard?

Yes, some plans do not display the PCP name on the UCard.

How does this change impact HMO and POS plans with referral requirements?

The PCP name will still be present on the majority of plans with referral requirements. Standard referral practices will remain in place. When referrals are required for a Medicare Advantage plan, UnitedHealthcare does not track or manage Medicare Advantage referrals, and it is important to note that UnitedHealthcare does not require providers to submit referrals in order to process claims for our Medicare Advantage products. However, PCPs may still need to issue specialist referrals through UHCprovider.com if specialist care providers request a referral.

Note: Delegated providers of UnitedHealthcare Medicare Advantage referral plans may administer the referral process in a different manner than outlined above. This includes the option to deny certain in-network specialist claims for missing referrals..

Can members request to have their PCP information listed on their UCard?

No. We are unable to print UCards with a member's assigned PCP information on an ad-hoc basis.



Questions? We're here to help.

For more information, connect with us through chat 24/7 in the **UnitedHealthcare Provider Portal** or call Provider Services. For additional contact information, visit our **Contact us** page.