



AARP IMPLEMENTS DIRECT DEPOSIT

It has come to our attention that AARP Health Insurance products, AARP Medicare Complete plans (Secure Horizons) and Medicare Supplement Insurance Plans have discontinued sending hard copy checks and Remittance Advices (RA) if the provider is currently enrolled with Optum Healthcare Financial via United Healthcare (UHC) and receiving Electronic Funds Transfers (EFT) for UHC.

Please monitor your bank account for direct deposits which indicate "AARP". You will not receive a paper Remittance Advice for these deposits; they will only be available via <https://aarpprovideronlinetool.uhc.com/PROD/pw/index.html>, similar to the UHC website.

Your practice must register for access to this website and obtain the Remittance Advice corresponding to the direct deposits, the same as the UHC Remittance Advice is currently obtained.

The Issue:

Your practice has money in the Bank but no prompt to alert the practice to key/process payments.