

New member ID cards

Quick reference guide – April 2023

Overview

UnitedHealthcare is continuing a phased rollout of a new claims processing system as part of a multi-year plan to simplify your benefits, claims, payments and referral experiences with us. Beginning in April 2023, we want you to be aware of some changes to member ID cards for fully insured and All Savers® plans that are part of this process.



Action needed

To minimize the potential for claim delays or denials, always view and verify information on the member's ID card. If you have additional questions about these changes, please contact your Provider Advocate.



Key points: New member ID cards for fully insured plans

While these new member ID cards will look much the same, there are a few key differences (below) that are important to check during each member appointment. Review the details summary below:

United Healthcare OPTUMRx

Member: [Redacted]

Member ID: [Redacted] Group Number: [Redacted]

PCP Name: [Redacted]

Office: \$40 Spec: \$80
ER: \$400 UrgCare: \$50

INN: Dad INDIFAM \$5000/\$10000 OOPM INDIFAM \$7200/\$14400

HMO DOI-1701

Payer ID 87726
Rx Bin: 610279
Rx PCN: 9999
Rx Grp: UNITEDRX

Referrals Required
UnitedHealthcare Charter
Underwritten by UnitedHealthcare of Illinois, Inc.

Printed: 02/28/2022

Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more. PCP to send electronic referrals.

Web: myuhc.com
Phone: 888-200-0299

Providers: 877-842-3210 or uhcprovider.com
Medical Claims: PO Box 31394 Salt Lake City, UT 84131

Shared Savings
MultiPlan
UnitedHealthcare Plan Only

Pharmacists: 888-290-5416
Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540

Details on fully insured member ID card changes:

- **Group number:** While the group number will remain a 7-digit numeric sequence, the actual numbers will change on the new member ID cards
- **Rx Grp code:** This code is changing from “UHC” on the current member ID cards to “UNITEDRX” on the new cards
- **Medical claims address:** The mailing address for medical claims has changed from an Atlanta, GA, address to one in Salt Lake City, UT

*Individual Exchange plans, also referred to as UnitedHealthcare Individual & Family ACA Marketplace plans.



Key points: New member ID cards for transition of All Savers plans

Members on All Savers commercial health plans are transitioning to either UnitedHealthcare level-funded or Oxford level-funded plans. The new member ID cards (below) will look different and include key changes to member benefit and claims processing information. Review the details summary below.

United Healthcare OPTUMRx

Member: [Redacted]

Member ID: 1 Group Number: [Redacted]

PCP Name: [Redacted]

Office: \$0 Spec: \$0
ER: \$0 UrgCare: \$0

INN: Ded IND/FAM \$6350/\$12700 OOPM IND/FAM \$6350/\$12700

Rx Bin: 610279
Rx PCN: 9999
Rx Grp: UNITEDRX

Payer ID 87726

1701 LEVEL FUNDED Administered by United Healthcare Services, Inc.

Printed: 09/05/2022

Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more.

Web: myuhc.com

Phone: 877-797-8812

Providers: 877-797-8819 or uhcprovider.com
Medical Claims: PO Box 31394 Salt Lake City, UT 84131

Pharmacists: 888-290-5416
Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540

United Healthcare Oxford OPTUMRx

Member: C [Redacted]

Member ID: 2 Group Number: [Redacted]

PCP Name: [Redacted]

PCP: \$25 Spec: \$75
ER: \$300 UrgCare: \$50

INN: Ded IND/FAM \$2000/\$4000 OOPM IND/FAM \$6900/\$13800
OON: \$4000/\$8000 \$8000/\$16000

Rx Bin: 610279
Rx PCN: 9999
Rx Grp: UNITEDRX

Payer ID 06111

Self-funded 1701 LEVEL FUNDED Administered by Oxford Health Plans LLC

For emergencies, call 911 or your local rescue unit. Printed: 09/05/2022

Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more.

Web: myuhc.com

Phone: 800-444-6222

Providers: 800-666-1353 or uhcprovider.com
Medical Claims: PO Box 31394 Salt Lake City, UT 84131

UnitedHealthcare Core Network

Pharmacists: 888-290-5416
Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540

Details on transitioning All Savers member ID card changes:

- **Logo:** Either a UnitedHealthcare or UnitedHealthcare/Oxford blended logo
- **Member ID:** New all-numeric sequence
- **Group number:** New UnitedHealthcare number
- **Payer ID:** 087726 for UnitedHealthcare and 06111 for UnitedHealthcare Oxford
- **Rx Grp code:** New code is UNITEDRX
- **Provider website:** UHCProvider.com
- **Provider phone number:** Now 877-797-8812 for UnitedHealthcare and 800-666-1353 for UnitedHealthcare Oxford
- **Medical claims address:** P.O. Box 31394, Salt Lake City, UT 84131-0375
- **Pharmacist phone number:** 888-290-5416