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:





Details on fully insured member ID card changes:

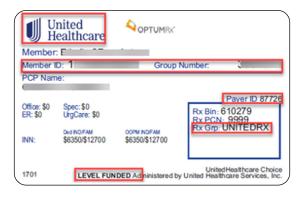
- Group number: While the group number will remain a 7-digit numeric sequence, the actual numbers will change on the new member ID cards
- Rx Grp code: This code is changing from "UHC" on the current member ID cards to "UNITEDRX" on the new cards
- Medical claims address: The mailing address for medical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

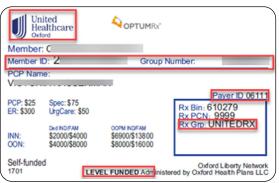


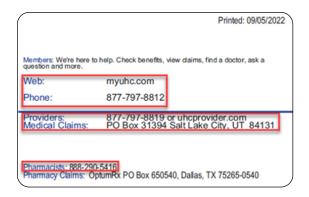


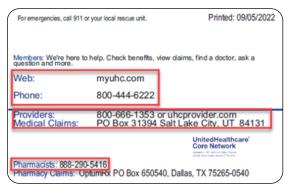
Key points: New member ID cards for transition of All Savers plans

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.









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

