

# Administrative changes for UnitedHealthcare Medicare Advantage members in Utah – Optum Care

## Quick Reference Guide

For dates of service beginning **Jan. 1, 2023**, Optum® Care, an affiliate of UnitedHealthcare, will manage certain administrative services for certain UnitedHealthcare® Medicare Advantage benefit plans listed below. This reference guide provides an overview of the administrative processes:

- Verifying member eligibility
- Prior authorization requests
- Hospital admission notifications
- Claims submission
- Claims reconsideration

The following benefit plans will continue to be administered by Optum Care, effective Jan. 1, 2023:

Plan name	CMS contract number	Group number
AARP® Medicare Advantage Plan 1 (HMO-POS)	H4604-003	42000
AARP® Medicare Advantage Patriot (HMO-POS)	H4604-005	42004
AARP® Medicare Advantage Plan 2 (HMO-POS)	H4604-011	42022
UnitedHealthcare® Medicare Advantage Assist (HMO-POS C-SNP)	H4604-017	90055
AARP® Medicare Advantage Walgreens (HMO-POS)	H4604-018	42030
UnitedHealthcare® Group Medicare Advantage (PPO)	H7404-021	90034
AARP® Medicare Advantage Choice Rebate (PPO)	H7404-024	92101, 92102
UnitedHealthcare Dual Complete® Choice (PPO D-SNP)	H0271-038	90064
UnitedHealthcare Dual Complete® Select (PPO D-SNP)	H0271-039	90065



## Verifying member eligibility

You can verify member eligibility online or by phone:

- **Online:** Visit [providers.optumcaremw.com](https://providers.optumcaremw.com)
- **Phone:** Call 877-370-2845, TTY 711



## Prior authorization requests

Prior authorization may be required for certain services based on the member's plan. Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with UnitedHealthcare Medicare Advantage.

Services that require prior authorization will be listed at [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth) > [Advance Notification and Plan Requirement Resources](#). Submit your request at least 14 days before the planned date of service.

- **Online (preferred):** Submit your request at [providers.optumcaremw.com](https://providers.optumcaremw.com). Please include any clinical information associated with the requested service.
- **Phone (only if online is not an option):** Call 877-370-2845, TTY 711



## Hospital admission notifications

Please notify Optum Care of hospital admissions no later than 1 business day after admission by calling 877-370-2845, option 2 or faxing 888-992-2809.



## Claim submissions

Please submit claims for UnitedHealthcare members to Optum Care using the following electronic Payer ID or mailing address:

- **Electronic:** Use Payer ID LIFE1 or use your clearinghouse's Delegate Payer ID
- **Online:** Go to [providers.optumcaremw.com](https://providers.optumcaremw.com)
- **Mail:** Optum Care Claims, P.O. Box 30539, Salt Lake City, UT 84130

To check the status of your claim submission, sign in at [providers.optumcaremw.com](https://providers.optumcaremw.com).

For any other claim questions, call 877-370-2845, TTY 711. Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.



## Claim reconsiderations

You can submit claim disputes by calling 877-370-2845, TTY 711, signing in at [providers.optumcaremw.com](https://providers.optumcaremw.com) or by mailing to:

Optum Care Claims  
P.O. Box 30539  
Salt Lake City, UT 84130





## Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID LIFE1 and will have the Optum Care name and delegate website, [optum.com](https://optum.com), listed as the care provider contact. You can download a copy of the member ID card when you verify eligibility and benefits in the UnitedHealthcare Provider Portal.

## New for 2023 — UnitedHealthcare UCard (member ID)

- Nearly all UnitedHealthcare Individual Medicare Advantage plan members, including D-SNP, will receive a UnitedHealthcare UCard™ (some plan exclusions may apply)
- UnitedHealthcare UCard makes it easier for members to access their benefits and programs, so they can take advantage of their plan offerings
- UCard doesn't need to be activated for you to verify eligibility or provide care services or for members to receive medical, dental, prescription, vision and hearing care services
- Starting Jan. 1, 2023, impacted members will present their redesigned member card
- UCard will have the information you need to verify eligibility and should be used in the same manner as any other UnitedHealthcare member ID card
- UCard cannot be used for member out-of-pocket expenses, including copays, coinsurance or deductibles
- Each UCard will include an S3 number, security code and scannable barcode for in-store purchases — providers don't need to scan the barcode to provide medical, dental, prescription, vision or hearing services to the member
- For questions, members should visit their plan website or call the Customer Service number on their UCard
- For a description of the information displayed on the UCard, refer to Chapter 2 of the [UnitedHealthcare Care Provider Administrative Guide](#)
- Group Retiree cards will remain the same

<b>UnitedHealthcare</b> Your UnitedHealthcare Plan Name (HMO) with Dental <b>Sample A Sample</b> Member Number 123456789-00 RxBIN 99999 RxPCN 9999 RxGRP XXXXXX Group Number: 12345 H0000-000-000 PCP: Dr. Sample A Sample MD PCP: 999-999-9999 Sample Facility Name Copay: PCP \$XX Specialist \$XX  <b>MedicareRx</b> Prescription Drug Coverage	<b>UCard™</b> <b>For Members:</b> myuhcmcare.com <b>Customer Service:</b> 1-888-888-8888, TTY 711 <b>For Providers:</b> uhcprovider.com Provider Service: 1-888-888-8888 Provider Authorization: 1-888-888-8888 Dental Providers: uhcdental.com 1-888-888-8888 Medicare limiting charges apply. Payer ID: 12345 XXXXX Medical Claim Address: P.O. Box 9999, CITY NAME, USA 99999-9999 P.O. Box 9999, CITY NAME, USA 99999-9999 For Pharmacists: 1-888-888-8888 Printed Date: 99/99/20XX Plan Year: 20XX   Card #: 9999 9999 9999 9999 Security Code: 9999 
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Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.



## We're here to help

If you have questions, please call **877-842-3210**. Thank you.