

Administrative updates for UnitedHealthcare Medicare Advantage members in Oregon



For dates of service beginning Jan. 1, 2024, Optum Care® Network, an affiliate of UnitedHealthcare, will manage certain administrative services for the following UnitedHealthcare Medicare Advantage benefit plans. This reference guide provides an overview of the administrative processes, including how to:

- Verify member eligibility
- Submit referrals
- Submit prior authorization requests
- Send hospital admission notifications
- Check claim submission status
- Submit claims and claim reconsideration requests

The following benefit plans will be administered by Optum Care, effective Jan. 1, 2024:

| Group delegated entity | Contract number | PBP | Segment ID | Group number |
|------------------------|-----------------|-----|------------|--------------|
| Optum Care Network | H0271 | 036 | 000 | 90304 |
| Optum Care Network | H1278 | 029 | 000 | 90741* |
| Optum Care Network | H1278 | 029 | 000 | 90743* |
| Optum Care Network | H1278 | 030 | 000 | 90745* |
| Optum Care Network | H1278 | 030 | 000 | 90747* |
| Optum Care Network | H1278 | 031 | 000 | 90749* |
| Optum Care Network | H1278 | 032 | 000 | 90751* |
| Optum Care Network | H2406 | 042 | 000 | 90796 |
| Optum Care Network | H2406 | 070 | 000 | 90816 |
| Optum Care Network | H2406 | 070 | 000 | 90817 |
| Optum Care Network | H2406 | 073 | 000 | 90820 |
| Optum Care Network | H3805 | 001 | 000 | 92116 |
| Optum Care Network | H3805 | 015 | 000 | 91650* |
| Optum Care Network | H3805 | 015 | 000 | 92119* |
| Optum Care Network | H3805 | 017 | 000 | 90891* |
| Optum Care Network | H3805 | 017 | 000 | 91652* |
| Optum Care Network | H3805 | 032 | 000 | 90866* |

| Group delegated entity | Contract number | PBP | Segment ID | Group number |
|------------------------|-----------------|-----|------------|--------------|
| Optum Care Network | H3805 | 037 | 000 | 90901* |
| Optum Care Network | H3805 | 037 | 000 | 91655* |
| Optum Care Network | H3805 | 039 | 001 | 90906 |
| Optum Care Network | H3805 | 039 | 002 | 90909 |

*Group number for Washington members who select an Oregon primary care physician (PCP).

Verifying member eligibility

You can verify member eligibility:

Online: Sign in to the [UnitedHealthcare Provider Portal](#) and select Eligibility

By phone: 877-842-3210

Referrals

For plans that require referrals, submit referral requests online at [optumportal.com](#).

Prior authorization

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 PPO.

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

For general/specialist services, submit requests:

Online: [optumportal.com](#)

By phone: 866-565-3664

For post-acute services, submit requests:

Online: [navihealth/nhaccess.com](#)

By phone: 855-851-1127

By fax: 844-244-9482

You don't need to submit another prior authorization request if a request was previously reviewed and approved by UnitedHealthcare for dates of service starting Jan. 1, 2024, and after. Optum Care will reimburse services approved by UnitedHealthcare.



Claims

Submit claims using the following electronic Payer ID or mailing address:

Payer ID: LIFE1

Mailing address:

Optum Care Network
P.O. Box 30788
Salt Lake City, UT 84130-0788

Submit claim reconsiderations:

Online: [optumportal.com](#)

By phone: 866-565-3664

By mail: Optum Provider

Dispute Resolution
P.O. Box 30788
Salt Lake City, UT 84130-0788

Check the status of your claim submission:

Online: [optumportal.com](#)

By phone: 866-565-3664

Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.

Hospital admission notifications

Please notify Optum Care of hospital admissions no later than 1 business day after admission by:

Phone: 866-565-3664

Fax: 855-249-8166

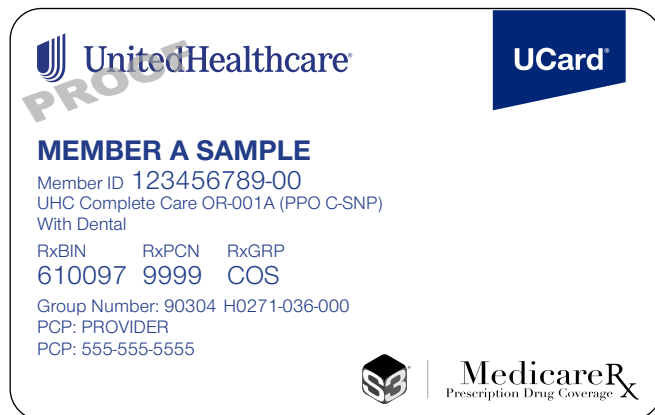
Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID LIFE1 and will have other applicable delegation-specific descriptors such as delegate name and delegate website 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](#).

2024 UnitedHealthcare UCard

You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

- Nearly all UnitedHealthcare Medicare Advantage plan members who receive an ID card receive the 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 does not need to be activated for you to verify eligibility or provide care services to members 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 includes an S3 number, security code and scannable barcode for in-store purchases or spending rewards – providers do not need to scan the barcode to provide medical, dental, prescription, vision or hearing services to the member




front




back

2024 UnitedHealthcare UCard (cont.)

 **UCard**

MEMBER A SAMPLE
Member ID 123456789-00
AARP Medicare Advantage from UHC OR-0001 (PPO)
With Dental
RxBIN RxPCN RxGRP
610097 9999 COS
Group Number: 90796 H2406-042-000
PCP: PROVIDER
PCP: 555-555-5555
PCP \$0 Spec \$30

 MedicareRx
Prescription Drug Coverage

front

Printed: 09-28-2023 Rewards




Card #: 12345 6789 0123 4567
Security Code: 1234
For Members: myAARPMedicare.com
1-877-370-3249, TTY 711
Providers: optumproportal.com 1-866-565-3664
Provider Authorization: 1-866-565-3664
Payer ID: LIFE1
Dental Providers: uhcdental.com 1-877-816-3596
Med Claims: P.O. Box 30788, Salt Lake City, UT 84130-0788
Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-889-6510
Medicare limiting charges apply.


 Medicare National Network

X327029600058

back

 **UCard**

MEMBER A SAMPLE
Member ID 123456789-00
AARP Medicare Advantage from UHC OR-0004 (HMO-POS)
With Dental
RxBIN RxPCN RxGRP
610097 9999 COS
Group Number: 90906 H3805-039-001
PCP: PROVIDER
PCP: 555-555-5555
PCP \$0 Spec \$35

 MedicareRx
Prescription Drug Coverage

front

Printed: 09-28-2023 Rewards



Card #: 12345 6789 0123 4567
Security Code: 1234
For Members: myAARPMedicare.com
1-877-370-3249, TTY 711
Providers: optumproportal.com 1-866-565-3664
Provider Authorization: 1-866-565-3664
Payer ID: LIFE1
Dental Providers: uhcdental.com 1-877-816-3596
Med Claims: P.O. Box 30788, Salt Lake City, UT 84130-0788
Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-889-6510

 Medicare National Network

X0000J

back

Sample member ID cards for illustration only; actual information varies depending on payer, plan and other requirements.

2024 plan name changes

Providers can refer to the [Plan Name Change Crosswalk](#) for the state-specific 2024 plan names.

Plan overviews

Plan overviews are available in the [2024 Medicare Advantage Plan Overview](#) > State > Interactive guide.

Summary of benefits

State-specific plan benefits are available at UHC.com/medicare > Shop Medicare Plans > Enter ZIP code > Find plans > View 2024 plans > select Medicare Advantage plans or Medicare Special Needs plans tab > find plan and select View plan details > Plan Documents > select Summary of Benefits.

UnitedHealthcare Medicare National Network and UnitedHealth Passport®

Referrals are not required for members who travel outside their plan service area and access covered services using the National Network or their Passport benefit. For more information about National Network and Passport, visit UHCprovider.com/plans > Choose your state > Medicare > Choose plan > Tools & Resources.



Questions?

Chat with a live advocate 7 a.m.–7 p.m. CT from the [UnitedHealthcare Provider Portal](#). You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.