

# 2024 Individual Exchange plans

## Quick reference guide

Please use this guide to quickly refer to the information you need to work with our UnitedHealthcare Individual Exchange plans, also referred to as UnitedHealthcare Individual & Family ACA Marketplace plans.



### Example member ID cards

- 1 Plan name – includes the metal level of bronze, silver, gold or platinum
- 2 Group number – “ONEX” – plans offered on the Exchange, “OFEX” – plans offered off the Exchange
- 3 PCP Required indicator – all Exchange plans require a PCP
- 4 Referrals Required indicator (if applicable)
- 5 Member network name

### For most Individual Exchange plans

<span style="float: right;">Plan Logo</span>	
<b>1 Member:</b> MEMBER NAME Member ID (BT): 999999999	<b>2 Group Number:</b> XXONEX BronzePlanNameBronzePlanNameBronzePlanNameXX Exp Date: 12/31/22 Eff Dt: 04/11/2021 Payer ID 87726
<b>3 PCP Required or Provider Name</b> Copays: InPtHosp: \$0000 PCP: \$35 Spec \$250 UC: \$100 ER: \$75	Rx Bin: 610279 Rx PCN: 7777 Rx Grp: EXCXX Tar: 1/2/3/4/5 Copy: 01/01/01/01/01
Med INN: DED IND/FAM OOPM IND/FAM \$0000/\$6600 \$0000/\$00000 Rx INN: \$0000/\$0000 Fully Insured DOI-0508	<b>4 PCP Referrals Required</b> <b>5 XX Individual Exchange Benefit Plan</b> Underwritten by UnitedHealthcare of xxxxxxxxx, Inc

Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more. PCP to send electronic referrals.	
Online Account: myuhc.com/exchange Member Services: 000-000-0000 24-hour physician access: 000-000-0000 Mental Health: 000-000-0000	Providers: 877-478-4760 UHCprovider.com Medical Claims: PO Box 5290, Kingston, NY, 12402 - 5290
Pharmacists: 844-569-4143 Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540	

### For Oxford Metro plans in New Jersey

<b>1 Member:</b> 6X MEMBER NAME Member ID: 000000000	<b>2 Group ID:</b> NJXXXX Example: UHC Gold Advantage Payer ID: 87726
<b>3 PROVIDER NAME</b> Copay: InPtHosp: \$0 PCP: \$0 Spec DED+50% UC: \$0 ER DED+35%	Rx Bin: 610279 Rx PCN: 7777 Rx Grp: EXCNY Tar: 1/2/3/4/5 Copy: 01/01/01/01/01
Med INN: DED IND/FAM OOPM IND/FAM \$0000/\$0000 \$0000/\$00000 Fully Insured DOI-0508	<b>4 No PCP Referral Required</b> <b>5 Oxford Metro</b> Underwritten by UnitedHealthcare Insurance Company

Members: Preauthorization is required for certain services, as described in your member documents. You may be penalized if you do not obtain a required preauthorization. Sign in at myuhc.com/exchange to find network care, pay your bills, see your claims, ask a question and more.	
UHC Online Account: myuhc.com/exchange Member Services + Care Support: 866-569-0328	Providers: 888-478-4760 or UHCprovider.com Medical Claims: PO Box 5290, Kingston, NY, 12402-5290
Pharmacists: 844-569-4143 Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540	

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

Eligible members will receive a separate dental ID card.



## Individual Exchange plans page

Visit [UHCprovider.com/exchanges-qrg](https://UHCprovider.com/exchanges-qrg) to access the following resources:

- The 2024 Individual Exchange plans self-paced interactive guide
- State-specific prescription drug lists (PDLs)
- Our policies, coverage determination guidelines and prior authorization/notification requirements
- Individual Exchange plan news



## UnitedHealthcare Provider Portal

[UHCprovider.com/portal](https://UHCprovider.com/portal)

The UnitedHealthcare Provider Portal allows you to quickly get the answers you need so you can save valuable time and get better documentation and visibility.

To access the secure portal and the following tools, please **create and/or sign in using a One Healthcare ID**.

### Eligibility and benefits

[UHCprovider.com/eligibility](https://UHCprovider.com/eligibility)

We encourage you to verify member eligibility each time a patient presents for service.

### Claims

[UHCprovider.com/claims](https://UHCprovider.com/claims)

To submit multi-payer transactions online or through a clearinghouse, please use the electronic data interchange (EDI) in the claims tool and enter the following:

- EDI 837 Health Care Claim Transaction
- Payer ID 87726

To learn more, please visit [UHCprovider.com/edi](https://UHCprovider.com/edi).

You can also use the claims tool to submit reconsideration requests and appeals.

### Prior authorization and notification

[UHCprovider.com/paan](https://UHCprovider.com/paan)

Call **800-711-4555** to request prior authorization for outpatient self-administered medications.

Unless otherwise allowed by state law, you must submit prior authorization requests electronically. We won't accept prior authorizations that require a referral unless a completed referral is on file.

To access prior authorization requirements and forms, please visit [UHCprovider.com/exchanges-qrg](https://UHCprovider.com/exchanges-qrg).

You can also use the claims tool to submit reconsideration requests and appeals.

## Referrals

### [UHCprovider.com/referrals](https://UHCprovider.com/referrals)

Primary care physicians (PCPs) must submit referrals electronically, unless otherwise allowed by state law.

### Referral requirements by state

- **Require referrals:** Arizona, Florida, Georgia, Illinois, Massachusetts, Michigan, Nevada, New York, Ohio, Texas, Wisconsin and Washington
- **Don't require referrals:** Alabama, Kansas, Louisiana, New Jersey, New Mexico, Mississippi, Missouri, North Carolina, Oklahoma, South Carolina and Tennessee
- **May require referrals:** Colorado, Maryland and Virginia
  - Gated plans require referrals
  - Non-gated plans don't require referrals

### Find in-network specialists

- **Online:** Visit [UHCprovider.com/findprovider](https://UHCprovider.com/findprovider)
- **Phone:** Call **888-478-4760**

## Questions?



### Contact your provider advocate

- To find your provider advocate contact, please visit our [Contact Us](#) page and select your state



### Provider Services

- Call **888-478-4760**, weekdays, 7 a.m.–7 p.m. CT



### Chat with a live advocate

- Visit the UnitedHealthcare Provider Portal [Contact Us](#) page, 7 a.m.–7 p.m. CT

UnitedHealthcare Individual & Family plans medical plan coverage offered by: UnitedHealthcare of Arizona, Inc.; Rocky Mountain Health Maintenance Organization Incorporated in CO; UnitedHealthcare of Florida, Inc.; UnitedHealthcare of Georgia, Inc.; UnitedHealthcare of Illinois, Inc.; UnitedHealthcare Insurance Company in AL, KS, LA, MO, NJ, and TN; Optimum Choice, Inc. in MD and VA; UnitedHealthcare Community Plan, Inc. in MI; UnitedHealthcare of Mississippi, Inc.; UnitedHealthcare of New Mexico, Inc.; UnitedHealthcare of North Carolina, Inc.; UnitedHealthcare of Ohio, Inc.; UnitedHealthcare of Oklahoma, Inc.; UnitedHealthcare of South Carolina, Inc.; UnitedHealthcare of Texas, Inc.; UnitedHealthcare of Oregon, Inc. in WA; and UnitedHealthcare of Wisconsin, Inc. Administrative services provided by United HealthCare Services, Inc. or its affiliates.