

2023 UnitedHealthcare Dual Care Plus (HMO-POS D-SNP) in Colorado – Rocky Mountain Health Plans



Quick reference guide

Need to contact us? Use this reference guide for quick access to a variety of helpful resources.



For dates of service beginning Jan. 1, 2023, Rocky Mountain Health Plans, an affiliate of UnitedHealthcare, will manage certain administrative services for certain UnitedHealthcare Dual Care Plus (HMO-POS D-SNP) benefit plans. This reference guide provides an overview of the administrative processes:

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

Verifying member eligibility

You can verify member eligibility online, by phone or using electronic data interchange (EDI):

- **Online:** Through the UnitedHealthcare Provider Portal, go to UHCprovider.com and click Sign In at the top-right corner. Then, click Eligibility and enter member information.
- **Phone:** Call **800-701-9054** and select the Eligibility and Benefits option
- **EDI:** Use Transactions 270 (Inquiry) and 271 (Response) through your vendor or clearinghouse

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 Rocky Mountain Health Plans Dual Care Plus (HMO-POS D-SNP).



Hospital admission notifications

Please notify Rocky Mountain Health Plans of hospital admissions no later than 1 business day after admission by calling **800-793-1339**.

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.

- **Online** (preferred): Submit your request at UHCprovider.com/paan. Please include any clinical information associated with the requested service.
- **Phone** (only if online is not an option): **800-980-5195**

You don't need to submit another prior authorization request to Rocky Mountain Health Plan if a request was previously reviewed and approved by UnitedHealthcare for dates of service starting Jan. 1, 2023, and after. Rocky Mountain Health Plans will reimburse services approved by UnitedHealthcare.



Other resources

- You can find additional information in the care provider administrative guide at UHCprovider.com/guides
- If you can't find the information you need on UHCprovider.com, call us at **800-701-9054**
- For educational resources, visit UHCprovider.com/training



Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID 87726. 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

- 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 does not 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



Claims submission

Please submit claims for Rocky Mountain Health Plans members using the following electronic Payer ID or mailing address:

- **Electronic:** Payer ID **87726**
- **Mail:** P.O. Box 5260
Kingston, NY 12402-5260

To check the status of your claim submission, sign in at UHCprovider.com/claims.

For any other claim questions, call **800-701-9054**. 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 **800-701-9054**, logging into UHCprovider.com/claims or by mail at:

UnitedHealthcare
Community Plan Colorado
P.O. Box 31350
Salt Lake City, UT 84131-0350.

- Each UCard will include an S3 number, security code and scannable barcode for in-store purchases—providers do not 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**



Questions?

If you have questions,
please call
800-701-9054.



Sample member ID cards



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

2023 plan overview

The following benefit plans will be administered by Rocky Mountain Health Plans effective Jan. 1, 2023.

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
UnitedHealthcare Rocky Mountain Health Plans Dual Care Plus (HMO-POS D-SNP)	Archuleta, Delta, Dolores, Eagle, Garfield, Gunnison, Hinsdale, Jackson, La Plata, Mesa, Mineral, Moffat, Montezuma, Montrose, Ouray, Pitkin, Rio Blanco, Rio Grande, Routt, Saguache, San Juan, San Miguel, Summit	H2582-002-000	CO99CODSNPF CO99CODSNPP CO99CODSNPQ