Administrative updates for UnitedHealthcare Medicare Advantage members in Nevada

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
OptumCare-NV	H0609	028	000	90202
OptumCare-NV	H0609	031	000	90205
OptumCare-NV	H0609	032	000	90207
OptumCare NO NV	H0609	033	000	90209
OptumCare-NV	H0609	037	000	90210
OptumCare-NV	H0609	038	000	90212
OptumCare NO NV	H0609	040	000	90214
OptumCare-NV	H7404	018	000	92011
OptumCare-NV	H7404	019	000	92012
OptumCare-NV	H7404	020	000	90027
OptumCare-NV	H7404	020	000	92013
OptumCare NO NV	H7404	025	000	90953
OptumCare-NV	H1360	001	000	90008
OptumCare NO NV	H1360	001	000	90009
OptumCare-NV	H1360	001	000	91629
OptumCare NO NV	H1360	001	000	91630
OptumCare-NV	H1889	012	000	90752

Group delegated entity	Contract number	PBP	Segment ID	Group number
OptumCare NO NV	H1889	012	000	91633
OptumCare-NV	H1889	012	000	91643
OptumCare NO NV	H1889	012	000	91646

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 **optumproportal.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:

Online: optumproportal.com

By phone: 855-893-2297

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.

Hospital admission notifications

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

Phone: 702-240-8878, option 2

Fax: 702-804-3773

Claims

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

Payer ID: LIFE1

Mailing address:
Optum Care Claims
P.O. Box 30539
Salt Lake City, UT 84130-0539

Submit claim reconsiderations:

Online: optumproportal.com

By email:
claimdispute@optum.com

By phone: 855-893-2297

By mail:
Optum Care Claims
P.O. Box 30539
Salt Lake City, UT 84130-0539

Check the status of your claim submission:

Online: optumproportal.com

By phone: 855-893-2297

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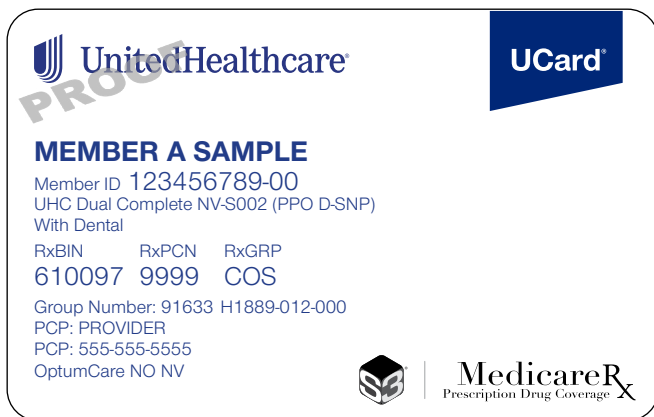
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Member ID cards

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.**
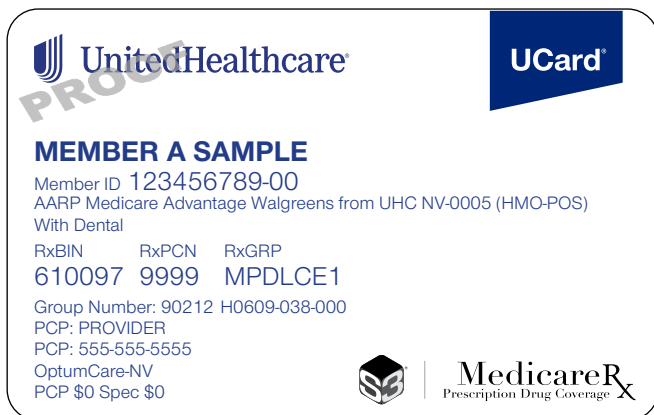
- Nearly all UnitedHealthcare Medicare Advantage plan members who receive an ID card receive the UnitedHealthcare UCard® (some plan exclusions may apply)
- UnitedHealthcare UCard makes it easier for members to access their benefits and programs so they can take advantage of their plan offerings
- UCard 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

Card 1 — front

UnitedHealthcare® — **UCard®**

MEMBER A SAMPLE
Member ID 123456789-00
UHC Dual Complete NV-S002 (PPO D-SNP)
With Dental

RxBIN	RxPCN	RxGRP
610097	9999	COS

Group Number: 91633 H1889-012-000
PCP: PROVIDER
PCP: 555-555-5555
OptumCare NO NV

S3 | **MedicareRx** Prescription Drug Coverage

Card 1 — back

Printed: 09-28-2023   Rewards

Card #: 12345 6789 0123 4567
Security Code: 1234
For Members: myuhcadvantage.com
1-866-480-1086, TTY 711
Providers: optumproportal.com 1-855-893-2297
Provider Authorization: 1-855-893-2297
Payer ID: LIFE1
Dental Providers: uhcdentalproviders.com 1-844-275-8750
Med Claims: P.O. Box 30539, Salt Lake City, UT 84130-0539
Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-889-6510
Medicare limiting charges apply.
Nurseline: 1-877-512-9339

X327029800001

Card 2 — front

UnitedHealthcare® — **UCard®**

MEMBER A SAMPLE
Member ID 123456789-00
AARP Medicare Advantage Walgreens from UHC NV-0005 (HMO-POS)
With Dental

RxBIN	RxPCN	RxGRP
610097	9999	MPDLCE1

Group Number: 90212 H0609-038-000
PCP: PROVIDER
PCP: 555-555-5555
OptumCare-NV
PCP $0 Spec $0

S3 | **MedicareRx** Prescription Drug Coverage

Card 2 — back

Printed: 09-28-2023   Rewards

Card #: 12345 6789 0123 4567
Security Code: 1234
For Members: myAARPMedicare.com
1-844-876-6176, TTY 711
Providers: optumproportal.com 1-855-893-2297
Provider Authorization: 1-855-893-2297
Payer ID: LIFE1
Dental Providers: uhcdental.com 1-877-816-3596
Med Claims: P.O. Box 30539, Salt Lake City, UT 84130-0539
Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-889-6510
Nurseline: 1-877-512-9339

UNITED HEALTH **PASSPORT**

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2024 UnitedHealthcare UCard (cont.)

UnitedHealthcare® | UCard®

MEMBER A SAMPLE
Member ID 123456789-00
UHC Dual Complete NV-S001 (HMO-POS D-SNP)
With Dental

RxBIN	RxPCN	RxGRP
610097	9999	COS

Group Number: 90008 H1360-001-000
PCP: PROVIDER
PCP: 555-555-5555 Referral Required
OptumCare-NV

MedicareRx Prescription Drug Coverage

front

Printed: 09-28-2023   Rewards

Card #: 12345 6789 0123 4567
Security Code: 1234
For Members: myuhcadvantage.com
1-866-480-1086, TTY 711
Providers: optumproportal.com 1-855-893-2297
Provider Authorization: 1-855-893-2297
Payer ID: LIFE1
Dental Providers: uhcdentalproviders.com 1-844-275-8750
Med Claims: P.O. Box 30539, Salt Lake City, UT 84130-0539
Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-889-6510
Nurseline: 1-877-512-9339

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back

UnitedHealthcare® | UCard®

MEMBER A SAMPLE
Member ID 123456789-00
AARP Medicare Advantage from UHC NV-0008 (PPO)
With Dental

RxBIN	RxPCN	RxGRP
610097	9999	COS

Group Number: 90027 H7404-020-000
PCP: PROVIDER
PCP: 555-555-5555
OptumCare-NV
PCP $0 Spec $45

MedicareRx Prescription Drug Coverage

front

Printed: 09-28-2023   Rewards

Card #: 12345 6789 0123 4567
Security Code: 1234
For Members: myAARPMedicare.com
1-844-876-6176, TTY 711
Providers: optumproportal.com 1-855-893-2297
Provider Authorization: 1-855-893-2297
Payer ID: LIFE1
Dental Providers: uhcdental.com 1-877-816-3596
Med Claims: P.O. Box 30539, Salt Lake City, UT 84130-0539
Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-889-6510
Medicare limiting charges apply.
Nurseline: 1-877-512-9339

Medicare National Network

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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.

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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.

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