

New member ID cards

Quick reference guide – February 2023

Overview

UnitedHealthcare is continuing a phased rollout of a new claims processing system as part of a multi-year plan to simplify your benefits, claims, payments and referral experiences with us. Beginning in February 2023, we want you to be aware of some changes to member ID cards that are part of this process.

Key points: New member ID cards

While the new member ID cards will look much the same, there are a few key differences that are important to check during each member appointment. These include:

The image shows two sample member ID cards. The left card is a standard member ID card with the United Healthcare logo and OPTUMRX logo. It contains fields for Member ID, Group Number, PCP Name, Office/Spec/ER/URG Care costs, INN, and HMO. Callout 1 points to the Member ID field, callout 2 points to the Rx Grp field (highlighted as UNITEDRX), and callout 3 points to the Medical Claims address (highlighted as PO Box 31394 Salt Lake City, UT 84131). The right card is a provider ID card with the United Healthcare logo and MultiPlan logo. It contains fields for Web, Phone, Providers, Medical Claims, Pharmacists, and Pharmacy Claims. Callout 1 points to the Member ID field, callout 2 points to the Rx Grp field, and callout 3 points to the Medical Claims address. Both cards have a 'Printed: 02/28/2022' stamp in the top right corner.

- 1 Group number.** While the group number will remain a 7-digit numeric sequence, the actual numbers will change on the new member ID cards. At member check-in, please ask for the member's ID card to verify this change.
- 2 Rx Grp code.** This code is changing from "UHC" on the current member ID cards to "UNITEDRX" on the new cards. Please verify this detail with each member during check-in.
- 3 Medical claims address.** The mailing address for medical claims has changed from an Atlanta, GA address to one in Salt Lake City, UT. Please verify this change by viewing the member's new ID card and recording it for your records.

Summary

To minimize the potential for claim delays or denials, always view and verify information on the member's ID card. If you have additional questions about these changes, please contact your Provider Advocate.