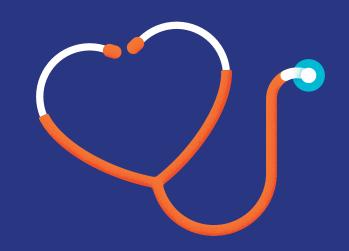
2023 UnitedHealthcare Dual Complete® (HMO-POS D-SNP) in Colorado

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, Optum Care will manage certain administrative services for certain UnitedHealthcare Dual Complete® (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 877-842-3210 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 UnitedHealthcare Dual Complete® (HMO-POS D-SNP).



Hospital admission notifications

Please notify UnitedHealthcare 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: Submit your request at UHCprovider.com/paan. Please include any clinical information associated with the requested service.
- Phone: Call 877-842-3210

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



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 877-842-3210
- · For educational resources, visit UHCprovider.com/training



Reminders

- Balance billing is prohibited for Medicare-covered services in the Medicare Advantage program
- Members with questions can call the number on their member ID card
- Non-members can call 888-792-7298, TTY 711 to see if they qualify



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



Claims submission

Please submit claims for UnitedHealthcare members to Optum Care using the following electronic Payer ID or mailing address:

• Electronic: Payer ID 87726

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

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

For any other claim questions, call **877-842-3210.** 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 877-842-3210, logging into UHCprovider.com/claims or by mail at:

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



- UCard cannot be used for member out-of-pocket expenses, including copays, coinsurance or deductibles
- 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 **877-842-3210**.



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 and counties will be administered by Optum Care, effective Jan. 1, 2023:

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
UnitedHealthcare Dual Complete® (HMO-POS D-SNP)	Adams, Alamosa, Arapahoe, Boulder, Broomfield, Chaffee, Clear Creek, Conejos, Costilla, Crowley, Custer, Denver, Douglas, El Paso, Elbert, Fremont, Gilpin, Grand, Huerfano, Jefferson, Lake, Larimer, Las Animas, Logan, Morgan, Otero, Park, Pueblo, Teller, Weld	H0624-001-000	65025
UnitedHealthcare Dual Complete® Choice Select (PPO D-SNP)	Adams, Alamosa, Arapahoe, Boulder, Broomfield, Chaffee, Clear Creek, Conejos, Costilla, Crowley, Custer, Denver, Douglas, El Paso, Elbert, Fremont, Gilpin, Grand, Huerfano, Jefferson, Lake, Larimer, Las Animas, Logan, Morgan, Otero, Park, Pueblo, Teller, Weld	H0271-045-000	86009
UnitedHealthcare Dual Complete® Choice (PPO D-SNP)	Adams, Alamosa, Arapahoe, Boulder, Broomfield, Chaffee, Clear Creek, Conejos, Costilla, Crowley, Custer, Denver, Douglas, El Paso, Elbert, Fremont, Gilpin, Grand, Huerfano, Jefferson, Lake, Larimer, Las Animas, Logan, Morgan, Otero, Park, Pueblo, Teller, Weld	H0271-046-000	77059

