

# 2023 UnitedHealthcare Dual Complete Plans (D-SNP HMO-POS) in Utah — Optum Care

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, an affiliate of UnitedHealthcare, will manage certain administrative services for certain UnitedHealthcare Dual Complete® (PPO DSNP) benefit plans. This reference guide provides an overview of the administrative processes:

- Verifying member eligibility
- Referrals
- 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:** [providers.optumcaremw.com](https://providers.optumcaremw.com)
- **Phone:** Call **877-370-2845**, TTY **711**

## Referral requests

For plans that require referrals, submit referral requests online at [providers.optumcaremw.com](https://providers.optumcaremw.com)

## Hospital admission notifications

Please notify Optum Care of hospital admissions no later than 1 business day after admission by calling **877-370-2845** (option 2) or by fax **888-992-2809**.



## 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® (PPO DSNP).
- Services that require prior authorization will be listed at [UHCprovider.com/priorauth](https://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 [providers.optumcaremw.com](https://providers.optumcaremw.com). Please include any clinical information associated with the requested service
- **Phone** (only if online is not an option): **877-370-2845**, TTY **711**

## Model of Care training

The annually required Model of Care training can be accessed at [UHCprovider.com/training](https://UHCprovider.com/training) > Special Needs Plan (SNP) Model of Care Training for Providers.

## Benefit contacts

Benefits vary by plan



### Behavioral and mental health services

Please refer to the provider phone number on the member's ID card.



### Prescription medications

[optumrx.com](https://optumrx.com)

#### Mail order

- Call **800-791-7658**, Monday–Friday, 8 a.m.–8 p.m. CT
- Fax **800-491-7997**

#### Oral drug prior authorization requests

[covermymeds.com/epa/optumrx](https://covermymeds.com/epa/optumrx)

- Call **800-711-4555**, Option 1
- Fax **866-940-7328**
- Fax (FACETS)

#### Injectable drug prior authorization requests

- Call **800-711-4555**, Option 2

Prescription coverage/pricing: [UHCprovider.com/precheckmyscript](https://UHCprovider.com/precheckmyscript)

Prescription drug formulary: [UHCprovider.com/dsnpformulary](https://UHCprovider.com/dsnpformulary)



### UnitedHealthcare Vision

Routine vision care

[spectera.com](https://spectera.com)

Call **800-638-3120**, Monday–Friday, 7 a.m.–10 p.m. CT



### UnitedHealthcare Hearing

[uhchearing.com](https://uhchearing.com)

For routine hearing services and plans offering hearing aids covered through UnitedHealthcare Hearing, members must receive hearing aids from a UnitedHealthcare Hearing network provider.

Call UnitedHealthcare Hearing with questions at **855-523-9355**, Monday–Friday, 8 a.m.–8 p.m. CT.



## Claims submission

Please submit claims for UnitedHealthcare Dual Complete® (PPO DSNP) members to Optum Care using the following electronic Payer ID or mailing address:

- **Electronic:** Payer ID **LIFE1** or use your clearinghouse's Delegate Payer ID
- **Online:** [providers.optumcaremw.com](https://providers.optumcaremw.com)
- **Mail:** Optum Claims, P.O. Box 30539, Salt Lake City, UT 84130

To check the status of your claim submission, sign in at [providers.optumcaremw.com](https://providers.optumcaremw.com).

For any other claim questions, call **877-370-2845**, TTY **711**. 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 **877-370-2845**, TTY **711**, sign in at [providers.optumcaremw.com](https://providers.optumcaremw.com) or by mail:

Optum Care Claims  
P.O. Box 30539  
Salt Lake City, UT 84130



## UnitedHealthcare Dental

Routine dental care

[uhcdentalproviders.com](https://www.uhcdentalproviders.com)

Call **844-275-8750**, Monday–Friday, 8 a.m.–5 p.m. CT



## Other resources

- You can find additional information in the care provider administrative guide at [UHCprovider.com/guides](https://www.UHCprovider.com/guides)
- If you can't find the information you need on [UHCprovider.com](https://www.UHCprovider.com), call us at **877-842-3210**
- For educational resources, visit [UHCprovider.com/training](https://www.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 (Member ID)

- Nearly all UnitedHealthcare Individual Medicare Advantage plan members including DSNP 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
- 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 contact your physician advocate, provider relations or network management representative.



## Sample member ID cards



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

## 2023 plan overview

Referrals are not required

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group number
<b>UnitedHealthcare Dual Complete® Choice (PPO DSNP)</b>	Box Elder, Cache, Davis, Duchesne, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, Weber	H0271-038	90064
<b>UnitedHealthcare Dual Complete® Select (PPO DSNP)</b>	Box Elder, Cache, Davis, Duchesne, Morgan, Salt Lake, Summit, Tooele, Utah, Wasatch, Weber	H0271-039	90065

