

2027 Individual Exchange plans in Arizona

Quick reference guide

Use this guide to quickly refer to the information you need to work with our UnitedHealthcare Individual Exchange plans in Arizona, also referred to as UnitedHealthcare Individual & Family ACA Marketplace plans.

For Sanitas plans, see page 3.

For most Individual Exchange plans in Arizona



Example member ID card

- 1 Group number “ONEX” plans offered on the Exchange; “OFEX” plans offered off the Exchange
- 2 Plan name – includes the metal level of bronze, silver, gold or platinum
- 3 PCP Required indicator – all Exchange plans require a PCP
- 4 Referrals Required indicator (if applicable)
- 5 Network

United Healthcare Optum Rx®

Member: MEMBER NAME
Member ID: 000000000-00

1 Group ID: AZONEX
2 PLAN NAME

3 PCP Required
Copay: PCP:\$XX UC:\$XX
InPtHosp:\$XX Spec:\$XX ER:\$XX
Med INN DED INDV/FAM \$XX/\$XX CQPM INDV/FAM \$XXX/\$XXX
Rx INN \$XX/\$XX

Payer ID: 87726
Rx Bin: 000000
Rx PCN: 0000
Rx Grp: ABCDE

4 PCP Referral Required
5 Individual Exchange Benefit Plans Network
AZDOI-0508 Underwritten by UnitedHealthcare of Arizona, Inc.

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Members: Sign in at myuhc.com/exchange to find network care, pay your bills, see your claims and more. Remember, you need a referral from your PCP to see specialists.

UHC Online Account: myuhc.com/exchange
Member Services + Care Support: 877-482-9045

Providers: 888-478-4760 or UHCprovider.com
Medical Claims: PO Box 5290, Kingston, NY, 12402-5290

Pharmacists: 844-569-4143
Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540

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



Individual Exchange plans page

Visit UHCprovider.com/exchanges to access the following resources:

- The 2027 Individual Exchange plans self-paced interactive guide
- State-specific prescription drug lists (PDLs)
- Our policies, coverage determination guidelines and prior authorization/notification requirements
- Individual Exchange plan news



UnitedHealthcare Provider Portal

UHCprovider.com/portal

The UnitedHealthcare Provider Portal allows you to quickly get the answers you need so you can save valuable time and get better documentation and visibility.

To access the secure portal and the following tools, **create and/or sign in using a One Healthcare ID.**

Eligibility and referrals

UHCprovider.com/eligibility

We encourage you to verify member eligibility each time a patient presents for service.

Primary care physicians (PCPs) must submit referrals electronically, unless otherwise allowed by state law.

Claims

UHCprovider.com/claims

To submit multi-payer transactions online or through a clearinghouse, use the electronic data interchange (EDI) in the claims tool and enter the following:

- EDI 837 Health Care Claim Transaction
- Payer ID 87726

To learn more, visit UHCprovider.com/edi.

You can also use the claims tool to submit reconsideration requests and appeals.

Prior authorization and notification

UHCprovider.com/paan

Call **800-711-4555** to request prior authorization for outpatient self-administered medications.

Unless otherwise allowed by state law, you must submit prior authorization requests electronically. We won't accept prior authorizations that require a referral unless a completed referral is on file.

To access prior authorization requirements and forms, visit UHCprovider.com/exchanges.

You can also use the claims tool to submit reconsideration requests and appeals.

Find in-network specialists

- **Online:** Visit UHCprovider.com/findprovider
- **Phone:** Call 888-478-4760

Sanitas Individual Exchange plans in Maricopa County

In 2027, we're offering capitated Sanitas plans to members in Maricopa County. Members who select these plans will be assigned to a Sanitas PCP to help them manage their care and receive custom member ID cards.

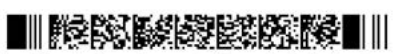
If you're not a participating Sanitas network provider and a member presents this ID card, please redirect them to a Sanitas clinic.



How to identify a member with a Sanitas Individual Exchange plan

- 1 Plan name and Sanitas Clinic logo
- 2 Payer ID – claims must be submitted to Payer ID 87726
- 3 PCP Required indicator – all members will be auto-assigned to a Sanitas clinic
- 4 Referrals Required indicator
- 5 Sanitas appointment scheduling number

			
Member: MEMBER NAME		Group ID: AZONEX	
Member ID: 000000000-00		PLAN NAME	
3 PCP Required		Payer ID: 87726	
Copay: PCP:\$XX UC:\$XX	InPtHosp:\$XX Spec:\$XX ER:\$XX	Rx Bin: 000000 Rx PCN: 0000 Rx Grp: ABCDE	
Med INN Rx INN	DED INDV/FAM \$XX/\$XX \$XX/\$XX	OOPM INDV/FAM \$XXX/\$XXX	
AZDOI-0508		4 PCP Referral Required	
Individual Exchange Benefit Plans Network Underwritten by UnitedHealthcare of Arizona, Inc.			

	
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Questions? We're here to help.

- For chat options and contact information, visit UHCprovider.com/contactus.
- Call Individual Exchange plans Provider Services at 888-478-4760, weekdays, 7 a.m.–7 p.m. CT
- Contact your provider advocate

UnitedHealthcare Individual & Family plans medical plan coverage offered by: UnitedHealthcare of Arizona, Inc.; Rocky Mountain Health Maintenance Organization Incorporated in CO; UnitedHealthcare of Florida, Inc.; UnitedHealthcare of Georgia, Inc.; UnitedHealthcare of Illinois, Inc.; UnitedHealthcare Insurance Company in AL, IN, KS, LA, MO, NE, NJ, TN, and WY; Optimum Choice, Inc. in MD and VA; UnitedHealthcare Community Plan, Inc. in MI; UnitedHealthcare of Mississippi, Inc.; UnitedHealthcare of New Mexico, Inc.; UnitedHealthcare of North Carolina, Inc.; UnitedHealthcare of Ohio, Inc.; UnitedHealthcare of Oklahoma, Inc.; UnitedHealthcare of South Carolina, Inc.; UnitedHealthcare of Texas, Inc.; UnitedHealthcare of Oregon, Inc. in WA; UnitedHealthcare of Wisconsin, Inc., and UnitedHealthcare Plan of the River Valley in Iowa. Administrative services provided by United HealthCare Services, Inc. or their affiliates.