

# Administrative changes for some UnitedHealthcare Medicare Advantage (HMO) members in Washington

Quick reference guide

## Overview

Effective **Jan. 1, 2021**, Optum Care Washington, (dba Optum Care Network) will begin administering services for members of some UnitedHealthcare® Medicare Advantage (HMO) benefit plans offered in Washington. We created this guide to help you understand the administrative changes, including:

- Member eligibility verification
- Prior authorization requests
- Hospital admission notifications
- Claims submission

## Affected UnitedHealthcare Medicare Advantage Plan members

Affected HMO members will have the Payer ID **LIFE1** listed on their member ID card and **Optum Care Network** listed below the PCP information. For all other members, please continue following the UnitedHealthcare processes outlined in the Administrative Guide, available at [UHCprovider.com/guides](https://UHCprovider.com/guides).



### Verifying member eligibility

You can verify member eligibility at the time of service online or by phone:

- **Online:** [UHCprovider.com/eligibilityLink](https://UHCprovider.com/eligibilityLink) or [professionals.optumcare.com/portaLogin](https://professionals.optumcare.com/portaLogin)
- **Phone:** 877-842-3210



### Requesting prior authorization

Prior authorization is required for certain services, based on the member's benefit plan. Please request prior authorization before the planned date of elective services in one of the following ways:

- **Online:** [optum.com/pnw](https://optum.com/pnw)
- **Phone:** 877-836-6806
- **Fax:** 855-402-1684



### Hospital Inpatient Notification

Notify Optum Care Network of hospital admissions no later than 24 hours after admission and 24 hours post-discharge by calling **253-627-4113** or sending a fax to 253-627-4708.

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## Submitting claims

Please submit claims for affected UnitedHealthcare Medicare Advantage HMO members in one of the following ways:

- **Electronic:** Use payer ID LIFE1
- **Online:** [professionals.optumcare.com/portaHogin](https://professionals.optumcare.com/portaHogin)
- **Mail:** Please use the claims address on the back of the member ID card

To check claims status, go to [professionals.optumcare.com/portaHogin](https://professionals.optumcare.com/portaHogin). Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.



## Sample Member ID cards

Members will receive new ID cards that show the Payer ID LIFE1 and list Optum Care Network on the front of the card.

**AARP Medicare Advantage**  
from **UnitedHealthcare**

Health Plan (99999): **999-99999-99**  
Member ID: 9999999-99      Group Number: XXXXX

Member: \_\_\_\_\_      PLAN CODE: XXX  
[UHC Dental Benefits]

**Member Sample**      Payer ID: LIFE1

PCP Name: SAMPLE, PROVIDER  
PCP Phone: (999) 999-9999  
**OPTUM CARE NETWORK**

Copay: PCP \$XX      ER \$XX  
Spec \$XX

H9999-999-999      MARKET PLAN NAME

**MedicareRx**  
Prescription Drug Coverage

RxBIN: XXXXX  
RxPCN: XXXX  
RxGrp: XXXX

Customer Service Hours: 8 am - 8 pm 7 days/week      Printed: xx/xx/xxxx



**For Members**  
Website: [www.myAARPMedicare.com](http://www.myAARPMedicare.com)  
Customer Service: 1-999-999-9999 TTY 711  
NurseLine: 1-999-999-9999 TTY 711  
Behavioral Health: 1-999-999-9999 TTY 711  
[Dental: 1-999-999-9999 TTY 711]

**For Providers**      [www.OptumCare.com](http://www.OptumCare.com)      1-877-836-6806  
Medical Claim Address: P.O. Box 30788, Salt Lake City, UT 84130-0788  
Provider Authorization: 1-877-836-6806  
[UHC Dental Providers: [www.UHCdental.com](http://www.UHCdental.com)      1-999-999-9999]

WEST      **Renew Active**      **OPTUM**

For Pharmacists 1-999-999-9999  
Pharmacy Claims OptumRx P.O. Box 999999 Healthcare, US 99999-9999

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

## Questions?

If you have questions about these changes, call UnitedHealthcare at **877-842-3210** or Optum Care Network at **877-836-6806** or email [providersupport@optumpnw.com](mailto:providersupport@optumpnw.com). For more information about UnitedHealthcare Medicare Advantage plans, visit [UHCprovider.com](http://UHCprovider.com).