

# Administrative Changes for UnitedHealthcare Medicare Advantage Members in Nevada

## Quick Reference Guide

### Overview

Effective for dates of service beginning **Jan. 1, 2021**, Intermountain Healthcare, formerly known as HealthCare Partners of NV, will take over some administrative processes for additional UnitedHealthcare® Medicare Advantage benefit plans offered in Nevada, as identified below.

You can find more information about Intermountain Healthcare when you log into **hcpnv.com**.

We've created this guide to help you understand the changes to administrative processes, including:

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



### Affected UnitedHealthcare Medicare Advantage Plan Members

Members of the following UnitedHealthcare Medicare Advantage plans who have chosen an Intermountain Healthcare primary care provider (PCP) are currently managed by Intermountain Healthcare:

- H0609-028 AARP® Medicare Advantage (HMO)
- H0609-031 AARP® Medicare Advantage Premier (HMO)
- H0609-037 UnitedHealthcare® Medicare Advantage Assist (HMO C-SNP)
- H0609-038 AARP® Medicare Advantage Walgreens (HMO)
- H0609-810 UnitedHealthcare® Group Medicare Advantage
- H0609-811 UnitedHealthcare® Group Medicare Advantage
- H0609-815 UnitedHealthcare® Group Medicare Advantage

New! Beginning Jan. 1, 2021, Intermountain Healthcare will manage members in additional Medicare Advantage plans when those members have chosen an Intermountain Healthcare PCP:

- H1360-001 UnitedHealthcare Dual Complete (Dual SNP)

Affected members will have the Payer ID 20501 listed on their medical ID card. For all other members, please continue following the UnitedHealthcare processes outlined in the Administrative Guide at **UHCprovider.com/guides**.



### Verifying Member Eligibility

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

- **Online:** **UHCprovider.com**
- **Phone:** 888-866-8297



### Requesting Prior Authorization

Prior authorization is required for certain services based on the patient's benefit plan. Please request prior authorization at least 14 days before planned date of elective services in one of these ways:

- **Online:** Sign in at <https://production.healthfortis.com/hf/HNV/CCT.html>
- **Phone:** 702-318-2402



### Hospital Inpatient Notification

Please call Intermountain Healthcare Hospitalists when it has been determined Member will be admitted or placed in Observation status at 702-464-8866.



### Submitting Claims

Please submit claims for the Intermountain Healthcare members to the following:

- **Electronic:** Use Payer ID 20501
- **Mail:** Intermountain Healthcare P.O. Box 95638, Las Vegas, NV 89193



### Electronic Claims Payment

Intermountain Healthcare will make available electronic claims payment in the coming months. Enrolling is fast and easy! Visit [zelispayments.com](http://zelispayments.com) and click "Provider Login" to create an account. Follow the instructions provided to complete set-up.

For claims status, email Intermountain Healthcare at [MSOclaimInquiriesNV@imailnv.org](mailto:MSOclaimInquiriesNV@imailnv.org) or call **702-318-2468**. 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 get new ID cards that show the Payer ID 20501 and will list Intermountain Healthcare when the member chooses an Intermountain Healthcare PCP.

The image displays three sample member ID cards. Each card is divided into two main sections: member information and contact information. The top card is for AARP Medicare Advantage (Wolpines) with member MARY A SAMPLE. The middle card is for AARP Medicare Advantage (HMO) with member JUDITH E SAMPLE. The bottom card is for UnitedHealthcare Dual Complete (HMO D-SNP) with member PETRA SAMPLE. All cards feature a Medicare logo and a QR code. The contact information includes website, customer service, nurse line, behavioral health, and dental services, as well as provider information and pharmacy claims details.

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

## We're Here to Help

If you have questions about these changes, please call UnitedHealthcare at **888-866-8297**. Thank you.