

Administrative Changes for UnitedHealthcare Medicare Advantage Members in Nevada

Quick Reference Guide

Overview

Effective for dates of service beginning Jan. 1, 2021, OptumCare-NV, an affiliate of UnitedHealthcare, 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 OptumCare-NV when you log in to **OptumCare.com**.

We've put this guide together 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 OptumCare-NV primary care provider (PCP) are currently managed by OptumCare-NV:

- H0609-028 AARP® Medicare Advantage (HMO)
- H0609-031 AARP® Medicare Advantage Premier (HMO)
- H0609-032 UnitedHealthcare® Medicare Advantage Focus (HMO)
- H0609-033 AARP® Medicare Advantage Plan 1 (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
- H0609-813 UnitedHealthcare® Group Medicare Advantage
- H0609-815 UnitedHealthcare® Group Medicare Advantage

New! Beginning Jan. 1, 2021, Optum-Care-NV will manage members in additional Medicare Advantage plans when those members have chosen an OptumCare-NV PCP:

- H0609-040 AARP® Medicare Advantage Plan 2 (HMO)
- H7404-018 AARP® Medicare Advantage Choice (PPO)
- H7404-019 AARP® Medicare Advantage Patriot (PPO)
- H7404-020 AARP® Medicare Advantage Walgreens (PPO)
- H1360-001 UnitedHealthcare Dual Complete (Dual SNP)

Affected members will have the Payer ID LIFE1 and OptumCare logo 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:** **OptumCare.com**
- **Phone:** 855-893-2297



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:** Login at **OptumCare.com**
- **Phone:** 855-893-2297



Hospital Inpatient Notification

Please notify OptumCare-NV of hospital admissions no later than one business day after admission by calling 702-240-8878 (Option 2); fax 702-804-3773.



Submitting Claims

Please submit claims for the OptumCare-NV members to the following:

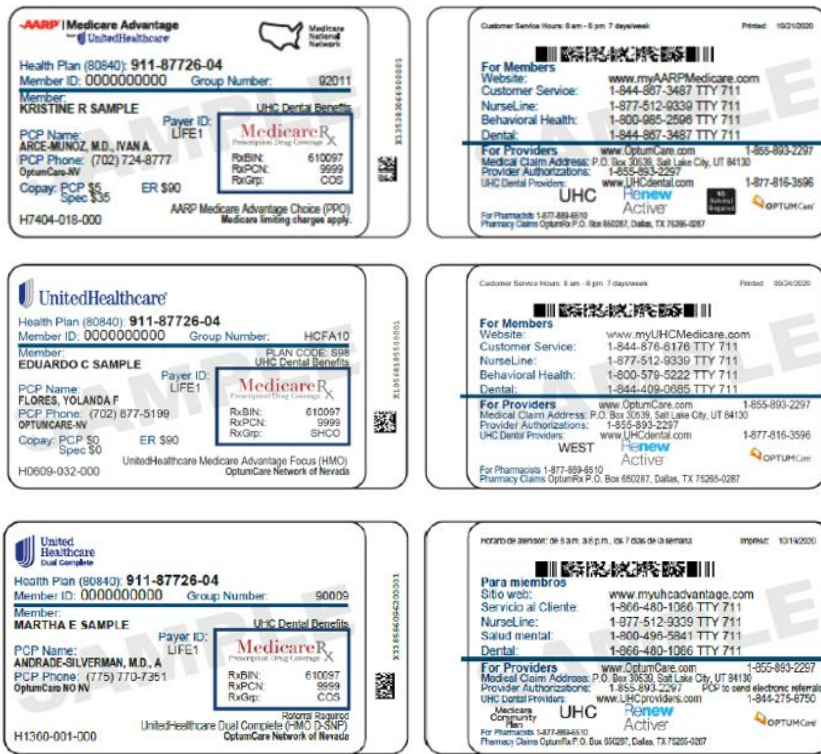
- **Online:** Login at **OptumCare.com**
- **Electronically:** Payer ID LIFE1
- **Mail:** OptumCare-NV Claims, P.O. Box 30539, Salt Lake City, UT 84130

For claims status, call 855-893-2297. 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 LIFE1 and will list OptumCare-NV when the member chooses an OptumCare-NV PCP.



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, please call UnitedHealthcare at 888-866-8297.

