

# Administrative Changes for UnitedHealthcare Medicare Advantage Members in New Mexico

## Quick Reference Guide

Effective for dates of service beginning **Jan. 1, 2021**, Optum Care Network will manage some administrative processes for members of the UnitedHealthcare Medicare Advantage benefit plans listed below. This reference guide provides an overview of the new administrative processes:

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

These plans and counties will be **included** in these administrative changes:

Plan Identifier	Plan Name	County
H6526-001	AARP® Medicare Advantage (HMO)	Bernalillo, Sandoval, Valencia
H6526-002	AARP® Medicare Advantage (HMO)	Santa Fe
H2228-047	AARP® Medicare Advantage Choice (PPO)	Bernalillo, Sandoval, Torrance, Valencia
H2228-049	AARP® Medicare Advantage Choice (PPO)	Mora, Rio Arriba, San Miguel, Santa Fe
H2228-098	AARP® Medicare Advantage Patriot (PPO)	Bernalillo, Mora, Rio Arriba, San Miguel, Sandoval, Santa Fe, Torrance, Valencia

There will be **no change** to the administrative services for members of these plans:

Plan Identifier	Plan Name	County
H0271-010	UnitedHealthcare Medicare Advantage Assure (PPO)	Bernalillo, Sandoval, Santa Fe, Valencia
H0271-011	UnitedHealthcare Medicare Advantage Assure (PPO)	Dona Ana, Grant, Hidalgo, Luna, Sierra
H2001-822	UnitedHealthcare Group Medicare Advantage (PPO)	All
H2001-823	UnitedHealthcare Group Medicare Advantage (PPO)	All
H2001-825	UnitedHealthcare Group Medicare Advantage (PPO)	All
H2001-826	UnitedHealthcare Group Medicare Advantage (PPO)	All
H2228-023	AARP® Medicare Advantage Choice (PPO)	Dona Ana, Grant, Hidalgo, Luna, Sierra



### Verifying Member Eligibility

You can verify member eligibility online, by phone or using electronic data interchange (EDI):

- **Online:** Use Eligibility and Benefits on Link. Sign in at **UHCprovider.com**.
  - You can also use the care provider web portal at **optumcare.com**.
- **By Phone:** Call 877-842-3210.
- **EDI:** Use Transactions 270 (Inquiry) and 271 (Response) through your vendor or clearinghouse.



### Referral Requests

For plans that require referrals, submit referral requests online at **optumcare.com**.



### Prior Authorization Requests

For the members managed by Optum Care Network, services that require prior authorization will be listed at **UHCprovider.com/priorauth** > Plan Requirements for Advance Notification/Prior Authorization. Submit your request at least 14 days before the planned date of service.

- **Online:** Submit your request at **optumcare.com**. Please include any clinical information associated with the requested service.
- **Phone:** Call **800-620-6768**

You don't need to submit another prior authorization request to Optum Care Network if a request was previously reviewed and approved by UnitedHealthcare for dates of service starting **Jan. 1, 2021**, and after. Optum Care Network will honor UnitedHealthcare approvals and reimburse for services provided to eligible members.



### Hospital Admission Notification

Please notify Optum Care Network of hospital admissions no later than one business day after admission by calling **800-620-6768** or submitting online at **optumcare.com**.



### Claims Submission

Please submit claims for UnitedHealthcare members to OptumCare Network using the following electronic Payer ID or mailing address:

- **Electronically:** Payer ID LIFE1 or use your clearinghouse's Optum Care Network payer ID
- **By Mail:** Optum Care Network Claims, P.O. Box 30539, Salt Lake City, UT 84130

To check the status of your claims submission, sign in at **optumcare.com**. For any other claim questions, call **800-620-6768**. 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 **800-620-6768**, online at **claimdispute@optum.com** or by mail: Optum Care Network Claims, P.O. Box 30539, Salt Lake City, UT 84130



## Member ID Cards

Members in the affected plans will get new member ID cards that show the payer ID **LIFE1** and will have [www.optumcare.com](http://www.optumcare.com) listed as the care provider contact.

**AARP Medicare Advantage**  
UnitedHealthcare

UNITED HEALTHCARE  
**PASSPORT**

Health Plan (99999): **999-99999-99**  
Member ID: 999999999 Group Number: XXXXX

Member:  
**MEMBER SAMPLE** [UHC Dental Benefits]

PCP Name:  
SAMPLE, M.D., PROVIDER  
PCP Phone: (999) 999-9999

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

H9999-999-999

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

AARP Medicare Advantage (HMO)  
Optum Care Network

**Payer ID: LIFE1** (circled in red)

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

For Members

Website: [www.memberurl.com](http://www.memberurl.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) 1-800-620-6768  
Medical Claim Address: P.O. Box 9999, Salt Lake City, UT 84130  
Provider Authorizations: 1-800-620-6768  
[UHC Dental Providers: [www.dentalurl.com](http://www.dentalurl.com) 1-999-999-9999]

UHC Renew Active

NO Referral Required

OPTUM

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

**www.OptumCare.com** (circled in red)

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, please call **877-842-3210**. Thank you.