

# Administrative Changes for UnitedHealthcare Medicare Advantage Members in Utah

## Quick Reference Guide

### Overview

Effective for dates of service beginning Jan. 1, 2021, OptumCare, an affiliate of UnitedHealthcare, will take over some administrative processes for additional UnitedHealthcare® Medicare Advantage benefit plans offered in Utah, as identified below.

You can find more information about OptumCare when you log into **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 primary care provider (PCP) are currently managed by Optum Medical Network:

- H4604-003 AARP® Medicare Advantage Plan 1 (HMO)
- H4604-005 AARP® Medicare Advantage Patriot (HMO)
- H4604-011 AARP® Medicare Advantage Plan 2 (HMO)
- H4604-017 UnitedHealthcare® Medicare Advantage Assist (HMO C-SNP)
- H4604-018 AARP® Medicare Advantage Walgreens (HMO)
- H4604-801 UnitedHealthcare® Group Medicare Advantage (HMO)
- H0271-003 UnitedHealthcare® Medicare Advantage Assure (PPO)

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

- H7404-021 UnitedHealthcare® Group Medicare Advantage (PPO)

Affected members will have the Payer ID LIFE1 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](https://www.uhcprovider.com/guides).



#### Verifying Member Eligibility

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

- **Online:** [OptumCare.com](https://www.optumcare.com)
- **Phone:** 877-370-2845



#### 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](https://www.optumcare.com)
- **Phone:** 877-370-2845



## Hospital Inpatient Notification

Please notify OptumCare of hospital admissions no later than 24 hours after admission by calling 877-370-2845 (Option 2); fax: 888-992-2809.



## Submitting Claims

Please submit claims for the OptumCare members to the following:

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

For claims status, call **877-370-2845**. 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 when the member chooses an OptumCare PCP.

**AARP Medicare Advantage**  
by UnitedHealthcare

Health Plan (80840): **911-87726-04**  
Member ID: 000000000 Group Number: 90034

Member: **SAMPLE SAMPLE**  
Payer ID: LIFE1

PCP Name: GREAT, M.D., HERE FOUAD  
PCP Phone: (999) 555-1212  
OptumCare Network

Copay: PCP \$0 ER \$90  
Spec \$50

H7404-021-000

AARP Medicare Advantage Choice (PPO)  
Medicare limiting charges apply.

Medicare National Network

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/10/2020

**For Members**  
Website: www.myAARPMedicare.com  
Customer Service: 1-844-867-3487 TTY 711  
NurseLine: 1-877-365-7949 TTY 711  
Behavioral Health: 1-800-985-2596 TTY 711

**For Providers** www.OptumCare.com 1-877-370-2845  
Medical Claim Address: P.O. Box 30539 Salt Lake City, UT 84130  
Provider Authorizations: 1-877-370-2845

UHC Renew Active

For Pharmacists 1-877-889-6510  
Pharmacy Claims OptumRx P.O. Box 650287, Dallas, TX 75265-0287

**United Healthcare**

Health Plan (80840): **911-87726-04**  
Member ID: 000000000 Group Number: 90055

Member: **SAMPLE SAMPLE**  
Payer ID: LIFE1

PCP Name: GREAT, M.D., HERE FOUAD  
PCP Phone: (999) 555-1212  
OptumCare Network

Copay: PCP \$0 ER \$90  
Spec \$40

H4604-017-000

UHC Dental Benefits

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

Referral Required  
UnitedHealthcare Medicare Advantage Assist (HMO C-SNP)  
OptumCare Network

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/02/2020

**For Members**  
Website: www.myUHCMedicare.com  
Customer Service: 1-800-643-4845 TTY 711  
NurseLine: 1-877-365-7949 TTY 711  
Behavioral Health: 1-800-496-5841 TTY 711  
Transportation Svcs: 1-866-418-9812 TTY 1-866-288-3133

**For Providers** www.OptumCare.com 1-877-370-2845  
Medical Claim Address: P.O. Box 30539 Salt Lake City, UT 84130  
Provider Authorizations: 1-877-370-2845 PCP to send electronic referrals  
UHC Dental Providers: www.UHCdental.com 1-877-816-3596

UHC Renew Active

For Pharmacists 1-877-889-6510  
Pharmacy Claims OptumRx P.O. Box 650287, Dallas, TX 75265-0287

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 **877-842-3210**. Thank you.