



# Administrative changes for UnitedHealthcare Medicare Advantage PPO members in Colorado

## Quick reference guide

Beginning Jan. 1, 2022, Optum Care, an affiliate of UnitedHealthcare, will also manage administrative services for members with an UnitedHealthcare® Medicare Advantage PPO plans in Colorado if they are assigned to an Optum Care primary care provider (PCP).



### Affected UnitedHealthcare Medicare Advantage HMO and PPO plan members

As of Jan. 1, 2022, in addition to managing services for UnitedHealthcare Medicare Advantage HMO members who have chosen any Optum Care network or New West Physicians PCP, Optum will also manage any Medicare Advantage PPO members assigned to an Optum Care PCP. Optum Care members are included under the provider's UnitedHealthcare Participation Agreement for Medicare products. Some areas will only see Medicare Advantage PPO members as Medicare Advantage HMO is not offered to UnitedHealthcare Medicare Advantage HMO plans.



### Questions?

If you have questions about these changes, contact UnitedHealthcare at [networkhelp@uhc.com](mailto:networkhelp@uhc.com) or go to [optumcare.com](https://www.optumcare.com).

UnitedHealthcare Medicare Advantage HMO plans:	
H0609-007	AARP® Medicare Advantage SecureHorizons Plan 1
H0609-012	AARP® Medicare Advantage SecureHorizons Plan 2
H0609-018	AARP® Medicare Advantage Patriot
H0609-034-001	AARP® Medicare Advantage SecureHorizons Plan 1
H0609-034-002	AARP® Medicare Advantage SecureHorizons Plan 1
H0609-036-001	AARP® Medicare Advantage SecureHorizons Plan 2
H0609-036-002	AARP® Medicare Advantage SecureHorizons Plan 2
H0609-041-000	AARP® Medicare Advantage Patriot
H0609-047-000	UnitedHealthcare® Chronic Complete
H0609-048-000	AARP® Medicare Advantage Plan 1
H0609-804/806	UnitedHealthcare Group Medicare Advantage (HMO)

UnitedHealthcare Medicare Advantage PPO plans:	
H2577-001-001	AARP® Medicare Advantage Choice Plan 1
H2577-001-002	AARP® Medicare Advantage Choice Plan 1
H2577-002-000	AARP® Medicare Advantage Walgreens
H2577-003-001	AARP® Medicare Advantage Choice Plan 2
H2577-003-002	AARP® Medicare Advantage Choice Plan 2
H2577-022-000	AARP® Medicare Advantage Choice Plan 3
H2577-023-000	AARP® Medicare Advantage Choice Plan 3

Affected members will have the Payer ID LIFE1 listed on their medical ID card. For all other members, 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:** Use the UnitedHealthcare Provider Portal at [UHCprovider.com](https://www.uhcprovider.com)

**Phone:** Call **877-842-3210**



### Requesting prior authorization

Prior authorization is required for certain services based on the member's plan. Request prior authorization at least 14 days before the planned date of elective services:

**Online:** Log in at [optumcare.com](https://www.optumcare.com)

**Phone:** Call **888-685-8491**



### Hospital inpatient notification

Notify Optum Care of hospital admissions no later than 1 business day after admission by calling **888-685-8491**.



## Submitting claims

Submit claims for the Optum Care members to the following:

**Online:** Log in at [optumcare.com](http://optumcare.com)

**Electronically:** Payer ID LIFE1

**Mail:** Optum Care Claims, P.O. Box 31362, Salt Lake City, UT 84131

For claims status, call **888-685-8491**. 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 list Optum Care when the member chooses an Optum Care PCP.

### AARP® Medicare Advantage (HMO)

<b>AARP Medicare Advantage</b> <small>by UnitedHealthcare</small>	
Health Plan (80840): <b>911-87726-04</b>	
Member ID:	Group Number: HCFA81
Member:	PLAN CODE: X5B UHC Dental Benefits
PCP Name:	Payer ID: LIFE1
PCP Phone:	<b>MedicareRx</b> Prescription Drug Coverage
Copay: PCP \$0 Spec \$30	RxBIN: 610097 RxPCN: 9999 RxGrp: SHCO
OPTUM CARE NETWORK NORTH AARP Medicare Advantage SecureHorizons Plan 1 (HMO) H0609-034-002	

Customer Service Hours: 8 am - 8 pm 7 days/week	Printed: 10/08/2019
<b>For Members</b>	
Website:	<a href="http://www.myAARPMedicare.com">www.myAARPMedicare.com</a>
Customer Service:	1-800-950-9355 TTY 711
NurseLine:	1-877-365-7949 TTY 711
Behavioral Health:	1-888-777-2735 TTY 711
Dental:	1-800-950-9355 TTY 711
<b>For Providers</b>	
www.OptumCare.com	1-888-685-8491
Medical Claim Address: P.O. Box 30539, Salt Lake City, UT 84130	
<b>UHC Dental Providers:</b>	
www.UHCdental.com	1-877-816-3596
WEST	Renew Active
<b>For Pharmacists</b> 1-877-889-6510	
Pharmacy Claims OptumRx P.O. Box 29045, Hot Springs, AR 71903	

### AARP® Medicare Advantage (PPO)

<b>AARP Medicare Advantage</b> <small>by UnitedHealthcare</small>		Medicare National Network
Health Plan (80840): <b>911-87726-04</b>		
Member ID: 0000000000	Group Number: 90082	
Member: MEMBER SAMPLE	UHC Dental Benefits	
PCP Name: SAMPLE PROVIDER	Payer ID: LIFE1	<b>MedicareRx</b> Prescription Drug Coverage
PCP Phone: (999) 999-9999	RxBIN: 610097	
Copay: PCP \$0 Spec \$40	RxPCN: 9999	
ER \$90	RxGrp: COS	
OPTUM CARE DENVER/NORTH AARP Medicare Advantage Choice Plan 1 (PPO) H2577-001-001		Medicare limiting charges apply.

Customer Service Hours: 24 hours a day, 7 days a week	Printed: 10/12/2021
<b>For Members</b>	
Website:	<a href="http://www.myAARPMedicare.com">www.myAARPMedicare.com</a>
Customer Service:	1-800-643-4845 TTY 711
NurseLine:	1-877-365-7949 TTY 711
Behavioral Health:	1-800-985-2596 TTY 711
Dental:	1-800-643-4845 TTY 711
<b>For Providers</b>	
www.OptumCare.com	1-888-685-8491
Medical Claim Address: P.O. Box 30539, Salt Lake City, UT 84130-0539	
Provider Authorizations:	1-888-685-8491
<b>UHC Dental Providers:</b>	
www.UHCdental.com	1-877-816-3596
UHC	Renew Active
<b>For Pharmacists</b> 1-877-889-6510	
Pharmacy Claims OptumRx P.O. Box 600287, Dallas, TX 75265-0287	

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

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