

Administrative changes for UnitedHealthcare Medicare Advantage members in Indiana

Quick reference guide

For dates of service beginning Jan. 1, 2022, Optum Care, an affiliate of UnitedHealthcare, will manage administrative services for members of these UnitedHealthcare plans in Indiana with an Optum Care primary care provider (PCP):

- UnitedHealthcare® Medicare Advantage
- UnitedHealthcare Dual Complete®

This guide will help you identify these members and help you work with Optum Care. For members of these plans, Optum Care manages these services:

- Processing claim submissions and reconsiderations
- Processing hospital admission notifications
- Processing prior authorization requests
- Processing utilization management requests

Learn more about Optum Care

Optum Care isn't a health plan. It's a physician-led, patient-focused health care delivery organization. You can find more information about Optum Care processes and procedures at [optumcare.com](https://www.optumcare.com).

2022 plan overview

Plan name and type	Centers for Medicare & Medicaid Services (CMS) contract	Group numbers
UnitedHealthcare Dual Complete® (PPO D-SNP)	H0271-005	90006
AARP® Medicare Advantage Profile (HMO-POS)	H2802-007	00746
AARP® Medicare Advantage Plan 1 (HMO-POS)	H2802-008, 010, 012, 016, 018, 020	00744, 00745, 00748, 00749, 00750, 00751, 00755, 00756, 00758, 00761, 00762
AARP® Medicare Advantage Choice Plan 1 (PPO)	H2228-019, 021, 022, 064	67026, 67030, 67034, 90101, 90102
AARP® Medicare Advantage Focus (PPO)	H2228-020	74000
AARP® Medicare Advantage Choice (PPO)	H2228-065, 066	90103, 90105, 90106
AARP® Medicare Advantage Choice Plan 2 (PPO)	H2228-080, 081, 110, 111	90126, 90127, 90128, 92018, 92019, 92020, 92021
AARP® Medicare Advantage Patriot (PPO)	H2228-091	90041



Verifying member eligibility

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).

You can verify UnitedHealthcare member eligibility at the time of service:

- **Online** in the Eligibility and Benefits tool on the UnitedHealthcare Provider Portal at [UHCprovider.com/eligibility](https://www.uhcprovider.com/eligibility)

These UnitedHealthcare Medicare Advantage members have access to all the specialists, ancillary care providers, facilities and hospitals that participate in the UnitedHealthcare Medicare Advantage network in the plan service area. Email Optum Care at OMWNetworkAdvocate@optumcare.com and your physician advocate or director of network services will help you find a participating health care professional.



Requesting prior authorization

Prior authorization is required for certain services based on the member's plan. Optum Care will contact the requesting health care professional with the prior authorization decision. Request prior authorization at least 14 days before the planned date of elective services:

- **Online** at professionals.optumcare.com/portal-login to submit a request or to check the status of a request
- **Call 866-565-3361**, 8 a.m.–5 p.m. ET, Monday–Friday
- **Fax** 855-248-4063
- Standard prior authorization and admission notification requirements still apply.

Learn more about the requirements in Optum Care's Provider Administrative Manual at professionals.optumcare.com/resources-clinicians/indiana-clinician-resources.html.



Hospital inpatient notification

Notify Optum Care of hospital admissions no later than 1 business day after admission by calling **866-565-3361** or faxing 844-700-5131.



Utilization management requests

Optum Care processes these requests according to Centers for Medicare & Medicaid Services (CMS) requirements and will deliver a determination within:

- **72 hours** for expedited or urgent pre-service requests
- **14 days** for standard or non-urgent pre-service requests



Peer-to-peer discussions

If a request is going to be denied, the Optum Care utilization management nurse or coordinator will contact the requesting health care professional. If you submit the request and you have additional clinical information to share, Optum Care will encourage you to set up a conversation with an Optum Care utilization management medical director. This peer-to-peer discussion takes place before the request is denied and before the appeals process starts.

To request a peer-to-peer conversation with Optum Care, call **866-565-3361**. They'll work to set up the conversation within 1 business day of the request between 8 a.m.–5 p.m. local time.

If the request isn't authorized after the discussion, Optum Care will notify you and the member in writing, including information about the member's appeal rights.



Submitting claims

Submit claims to Optum Care

- **Electronic data interchange (EDI):** Use Payer ID LIFE1
- **Mail:** Optum Care Network Claims, P.O. Box 30781, Salt Lake City, UT 84130-0781

To check the status of your claims, sign in to professionals.optumcare.com/portal-login or call Optum Care at **866-565-3361**. Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.



Claims reconsiderations

For claims paid by Optum Care, you can request a reconsideration of the paid claim. Optum Care requests that you use their Claim Reconsideration Request Form. You can find the form in the Provider Resources section at [optumcare.com](https://www.optumcare.com) > For medical professionals > **Resources** > Indiana. Within 180 days from the date of the explanation of payment (EOP), please submit:

- A copy of the reconsideration request form
- A copy of the EOP
- Any documentation supporting the reconsideration



Sample ID cards

These members will get ID cards that show the Payer ID LIFE1 and list [optumcare.com](https://www.optumcare.com) as the provider contact.

AARP Medicare Advantage
from UnitedHealthcare

Health Plan (99999): **999-99999-99**
Member ID: 999999999-00 Group Number: XXXXX

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

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

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

HXXXX-XXX-XXX

Payer ID: LIFE1

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

AARP Medicare Advantage Choice Plan 1 (PPO)
Medicare limiting charges apply.

Customer Service Hours: 24 hours a day, 7 days a week Printed: xx/xx/xxxx

For Members
Website: 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 1-866-565-3361
Medical Claim Address: P.O. Box 30781, Salt Lake City, UT 84130-0781
Provider Authorizations: 1-866-565-3361
[UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

UHC Renew Active

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

AARP Medicare Advantage
from UnitedHealthcare

Health Plan (99999): **999-99999-99**
Member ID: 999999999-00 Group Number: XXXXX

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

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

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

HXXXX-XXX-XXX

Payer ID: LIFE1

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

AARP Medicare Advantage Profile (HMO-POS)

Customer Service Hours: 24 hours a day, 7 days a week Printed: xx/xx/xxxx

For Members
Website: 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 1-866-565-3361
Medical Claim Address: P.O. Box 30781, Salt Lake City, UT 84130-0781
Provider Authorizations: 1-866-565-3361
[UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

UHC Renew Active

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

United Healthcare Dual Complete

Health Plan (99999): **999-99999-99**
Member ID: 999999999-00 Group Number: XXXXX

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

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

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

HXXXX-XXX-XXX

Payer ID: LIFE1

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

UnitedHealthcare Dual Complete (PPO D-SNP)
Medicare limiting charges apply.

Customer Service Hours: 24 hours a day, 7 days a week Printed: xx/xx/xxxx

For Members
Website: 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
Transportation Svcs: 1-866-418-9812 TTY 1-866-288-3133

For Providers www.OptumCare.com 1-866-565-3361
Medical Claim Address: P.O. Box 30781, Salt Lake City, UT 84130-0781
Provider Authorizations: 1-866-565-3361
[UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

UHC Renew Active

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

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

Questions?

If you have questions, contact your Optum physician advocate or director of network services at OMWNetworkAdvocate@optumcare.com.