

# Administrative changes for UnitedHealthcare Medicare Advantage members in Ohio

## Quick reference guide

For dates of service beginning Jan. 1, 2022, Optum Care Network, an affiliate of UnitedHealthcare, will manage administrative services for certain UnitedHealthcare® Medicare Advantage plan members in Ohio with an Optum Care Network primary care provider (PCP).

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 at [optumcare.com](https://www.optumcare.com).

### 2022 plan overview

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group numbers
<b>AARP® Medicare Advantage Plan 1 (HMO)</b>	Allen, Ashland, Ashtabula, Belmont, Carroll, Columbiana, Cuyahoga, Erie, Fulton, Geauga, Hancock, Harrison, Huron, Jefferson, Lake, Lorain, Lucas, Mahoning, Medina, Ottawa, Portage, Sandusky, Seneca, Stark, Summit, Trumbull, Tuscarawas, Wayne, Wood	H5253-050	90007
<b>AARP® Medicare Advantage Plan 2 (HMO)</b>	Delaware, Fairfield, Fayette, Franklin, Licking, Knox, Madison, Marion, Morrow, Muskingum, Pickaway, Richland, Union	H5253-109-001	90046

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group numbers
<b>AARP® Medicare Advantage Plan 2 (HMO)</b>	Brown, Butler, Champaign, Clark, Clermont, Clinton, Greene, Hamilton, Miami, Montgomery, Pike, Preble, Ross, Warren	H5253-109-002	90047 90048
<b>AARP® Medicare Advantage Plan 3 (HMO)</b>	Allen, Ashland, Ashtabula, Belmont, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Cuyahoga, Delaware, Erie, Fairfield, Fayette, Franklin, Fulton, Geauga, Greene, Hamilton, Hancock, Harrison, Huron, Jefferson, Lake, Licking, Lorain, Lucas, Madison, Mahoning, Marion, Medina, Miami, Montgomery, Morrow, Muskingum, Ottawa, Pickaway, Pike, Portage, Preble, Richland, Ross, Sandusky, Seneca, Stark, Summit, Trumbull, Tuscarawas, Union, Warren, Wayne, Wood	H5253-051	90044 90045
<b>AARP® Medicare Advantage Choice Plan 4 (PPO)</b>	Allen, Delaware, Erie, Fairfield, Fayette, Franklin, Fulton, Hancock, Huron, Knox, Licking, Lucas, Madison, Marion, Morrow, Muskingum, Ottawa, Pickaway, Richland, Sandusky Seneca, Union, Wood	H8768-033	92017 96564
<b>AARP® Medicare Advantage Plan 5 (HMO)</b>	Delaware, Fairfield, Fayette, Franklin, Licking, Knox, Madison, Marion, Morrow, Muskingum, Pickaway, Richland, Union	H5253-062	90043
<b>AARP® Medicare Advantage Plan 6 (HMO)</b>	Brown, Butler, Champaign, Clark, Clermont, Clinton, Greene, Hamilton, Miami, Montgomery, Pike, Preble, Ross, Warren	H5253-052	90074 90075
<b>AARP® Medicare Advantage Plan 7 (HMO)</b>	Allen, Ashland, Ashtabula, Belmont, Carroll, Columbiana, Cuyahoga, Erie, Fulton, Geauga, Hancock, Harrison, Huron, Jefferson, Lake, Lorain, Lucas, Mahoning, Medina, Ottawa, Portage, Sandusky, Seneca, Stark, Summit, Trumbull, Tuscarawas, Wayne, Wood	H5253-049	90005
<b>AARP® Medicare Advantage Plan 8 (HMO)</b>	Allen, Ashland, Ashtabula, Belmont, Carroll, Columbiana, Cuyahoga, Erie, Fulton, Geauga, Hancock, Harrison, Huron, Jefferson, Lake, Lorain, Lucas, Mahoning, Medina, Ottawa, Portage, Sandusky, Seneca, Stark, Summit, Trumbull, Tuscarawas, Wayne, Wood	H5253-115	90063
<b>AARP® Medicare Advantage Choice (PPO)</b>	Allen, Erie, Fulton, Hancock, Huron, Lucas, Ottawa, Sandusky, Seneca, Wood	H8768-006	90136
<b>AARP® Medicare Advantage Choice (PPO)</b>	Delaware, Fairfield, Fayette, Franklin, Knox, Licking Madison, Marion, Morrow, Muskingum, Pickaway, Richland, Union	H8768-007	90049

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract	Group numbers
<b>AARP® Medicare Advantage Walgreens (PPO)</b>	Ashland, Ashtabula, Belmont, Carroll, Columbiana, Cuyahoga, Geauga, Harrison, Jefferson, Lake, Lorain, Mahoning, Medina, Portage, Stark, Summit, Trumbull, Tuscarawas, Wayne	H8768-014	90138
<b>AARP® Medicare Advantage Walgreens (PPO)</b>	Brown, Butler, Champaign, Clark, Clermont, Clinton, Greene, Hamilton, Miami, Montgomery, Pike, Preble, Ross, Warren	H8768-015	90139 90140
<b>AARP® Medicare Advantage Patriot (PPO)</b>	Allen, Ashland, Ashtabula, Bemont, Brown, Butler, Carroll, Champaign, Clark, Clermont, Clinton, Columbiana, Cuyahoga, Delaware, Erie, Fairfield, Fayette, Franklin, Fulton, Geauga, Greene, Hamilton, Hancock, Harrison, Huron, Jefferson, Knox, Lake, Licking, Lorain, Lucas, Madison, Mahoning, Marion, Medina, Miami, Montgomery, Morrow, Muskingum, Ottawa, Pickaway, Pike, Portage, Preble, Richland, Ross, Sandusky, Seneca, Stark, Summit, Trumbull, Tuscarawas, Union, Warren, Wayne, Wood	H8768-021	90001 90002



## Verifying member eligibility

These members will have the Payer ID LIFE1 and optumcare.com 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)



## 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](https://professionals.optumcare.com/portal-login)

**Phone:** Call 866-566-4715, 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](https://professionals.optumcare.com) > Resources > Ohio.





## Hospital inpatient notification

Notify Optum Care of hospital admissions no later than 1 business day after admission:

**Call: 866-566-4715**

**Fax: 844-700-5131**



## Submitting 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](https://professionals.optumcare.com/portal-login) or call Optum Care at 866-566-4715. 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

These members will get ID cards that show the Payer ID LIFE1 and the Optum logo.

**AARP Medicare Advantage**  
**UnitedHealthcare**

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

Member: **SAMPLE A MEMBER** [UHC Dental Benefits]  
Payer ID: LIFE1

PCP Name: SAMPLE, M.D., PROVIDER  
PCP Phone: (999) 999-9999  
OPTUM CARE NETWORK  
Copay: PCP \$XX ER \$XX  
Spec \$XX

HXXXX-XXX-XXX

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

AARP Medicare Advantage Plan 7 (HMO)

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 1-866-566-4715  
Medical Claim Address: P.O. Box 30781, Salt Lake City, UT 84130-0781  
Provider Authorizations: 1-866-566-4715  
[UHC Dental Providers] www.dentalurl.com 1-999-999-9999

UHC Renew Active OPTUM

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

**AARP Medicare Advantage**  
**UnitedHealthcare**

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

Member: **SAMPLE A MEMBER** [UHC Dental Benefits]  
Payer ID: LIFE1

PCP Name: SAMPLE, M.D., PROVIDER  
PCP Phone: (999) 999-9999  
OPTUM CARE NETWORK  
Copay: PCP \$XX ER \$XX  
Spec \$XX

HXXXX-XXX-XXX

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

AARP Medicare Advantage Choice (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  
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[UHC Dental Providers] www.dentalurl.com 1-999-999-9999

UHC Renew Active OPTUM

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](mailto:OMWNetworkAdvocate@optumcare.com)