

Administrative changes for UnitedHealthcare Medicare Advantage members in Nevada

Quick reference guide

For dates of service beginning Jan. 1, 2022, Intermountain Healthcare, formerly known as HealthCare Partners of NV, will manage administrative services for certain UnitedHealthcare® Medicare Advantage plan members in Nevada with an Intermountain Healthcare primary care provider (PCP).

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

- Processing claim submissions
- Processing hospital admission notifications
- Processing prior authorization requests
- Verifying member eligibility



Learn more about Intermountain Healthcare

You can find more information about Intermountain Healthcare at hcpnv.com.

2022 plan overview

| Plan name and type | Centers for Medicare & Medicaid Services (CMS) contract |
|---|---|
| AARP® Medicare Advantage (HMO) | H0609-028 |
| AARP® Medicare Advantage Premier (HMO) | H0609-031 |
| UnitedHealthcare Medicare Advantage Assist (HMO CSNP) | H0609-037 |
| AARP® Medicare Advantage Walgreens (HMO) | H0609-038 |
| UnitedHealthcare Group Medicare Advantage | H0609-810, 811, 813, 815 |
| UnitedHealthcare Dual Complete® (DSNP) | H1360-001 |



Verifying member eligibility

These members will have the Payer ID 20501 listed on their medical ID card. For all other members, continue following the UnitedHealthcare processes outlined in the administrative guide at 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

Phone: Call **888-866-8297**



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:

- Sign in to the Healthfortis portal at production.healthfortis.com/hf/HNV/CCT
- Call **702-318-2402**



Hospital inpatient notification

Notify Intermountain Healthcare of hospital admissions or placement for observation before admission or placement by calling **702-464-8866**.



Submitting claims to Intermountain Healthcare

Electronic data interchange (EDI): Use Payer ID 20501

Mail: Intermountain Healthcare, P.O. Box 95638, Las Vegas, NV 89193

To check the status of your claims, contact Intermountain Healthcare at MSOclaiminquiriesNV@imailnv.org or call **702-318-2468**. Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.

Intermountain Healthcare electronic claims payments will be available soon. Enroll by creating an account and signing up through zelispayments.com.



Sample member ID cards

These members will get ID cards that show the Payer ID 20501 and list Intermountain Healthcare.

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: Payer ID: 20501
 SAMPLE, M.D., PROVIDER
 PCP Phone: (999) 999-9999
 Intermountain Healthcare

MedicareRx
 Prescription Drug Coverage

RxBIN: 610097
 RxPCN: 9999
 RxGrp: COS

H9999-999-999 UnitedHealthcare Dual Complete (HMO D-SNP) Intermountain Healthcare

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

For Members
 Website: www.memberurl.com
 Customer Service: 1-999-999-9999 TTY 711
 NurseLine: 1-877-440-9407 TTY 711
 Behavioral Health: 1-866-480-1086 TTY 711
 Dental: 1-999-999-9999 TTY 711

For Providers www.UHCprovider.com 1-877-842-3210
 Medical Claim Address: P.O. Box 95638, Las Vegas, NV 89193
 Provider Authorizations: 1-702-318-2402 PCP to send electronic referrals
 [UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

Medicare Community Plan UHC Renew Active Intermountain Healthcare

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: 999999999-99 Group Number: XXXXX

Member: **SAMPLE A MEMBER** PLAN CODE: XXXX [UHC Dental Benefits]

PCP Name: Payer ID: 20501
 SAMPLE, M.D., PROVIDER
 PCP Phone: (999) 999-9999
 INTERMOUNTAIN HEALTHCARE

MedicareRx
 Prescription Drug Coverage

RxBIN: 610097
 RxPCN: 9999
 RxGrp: SHCO

H9999-999-999 AARP Medicare Advantage (HMO) Intermountain Healthcare

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: 1-844-978-8100 TTY 711
 Dental: 1-999-999-9999 TTY 711

For Providers www.UHCprovider.com 1-888-866-8297
 Medical Claim Address: P.O. Box 95638, Las Vegas, NV 89193
 Provider Authorizations: 1-702-318-2402
 [UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

WEST UHC Renew Active Intermountain Healthcare

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 UnitedHealthcare at **888-866-8297**.