

# Administrative changes for UnitedHealthcare Medicare Advantage members in Arizona

## Quick reference guide

For dates of service beginning Jan. 1, 2022, OptumCare Network, an affiliate of UnitedHealthcare, will manage administrative services for certain UnitedHealthcare® Medicare Advantage plan members in Arizona with an OptumCare Network primary care provider (PCP). This guide will help you identify these members and help you work with OptumCare. For members of these plans, OptumCare manages these services:

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



### Learn more about OptumCare

You can find more information at [optumcare.com](https://optumcare.com).



### Verifying member eligibility

These 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://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://UHCprovider.com/eligibility)
- 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** at [professionals.optumcare.com/portal-login](https://professionals.optumcare.com/portal-login)
- Call **877-370-2845**



### Hospital inpatient notification

Notify OptumCare of hospital admissions no later than 1 business day after admission by calling **877-370-2845**.



## Submit claims to OptumCare

- **Online:** [optumcare.com/provider-login](http://optumcare.com/provider-login)
- **Electronic Data Interchange (EDI):** Use Payer ID LIFE1
- **Mail:** OptumCare Claims, P.O. Box 30539, Salt Lake City, UT 84130

To check the status of your claims, 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.



## Questions?

If you have questions, contact UnitedHealthcare at **866-574-6088**.

## Getting to know the 2022 plans



### Preferred provider organization (PPO) and HMO-point of service (POS)

You're a participating health care professional for affected members with access to the UnitedHealthcare Medicare National Network under your current UnitedHealthcare agreement.

Affected members will get ID cards that show the Payer ID LIFE1, the Optum logo and the Medicare National Network logo.

PPO and HMO-POS plan names*	Centers for Medicare & Medicaid Services (CMS) contract	Referrals and participation
AARP® Medicare Advantage Walgreens Plan 1 (PPO)	H2228-074, 075	Review your participation status in the My Practice Profile tool on the UnitedHealthcare Provider Portal at <a href="http://UHCprovider.com/mpp">UHCprovider.com/mpp</a> .  Referrals may be required for some plans. Sign in and view requirements at <a href="http://UHCprovider.com/referrals">UHCprovider.com/referrals</a> . You can find network specialists at <a href="http://UHCprovider.com/findprovider">UHCprovider.com/findprovider</a> .
AARP® Medicare Advantage Choice Plan 1 (PPO)	H2228-076	
AARP® Medicare Advantage Walgreens Plan 2 (PPO)	H2228-077	
AARP® Medicare Advantage Choice Plan 2 (PPO)	H2228-094	
AARP® Medicare Advantage Patriot (PPO)	H2228-095	
AARP® Medicare Advantage Walgreens Plan 2 (PPO)	H2228-096	
AARP® Medicare Advantage Walgreens Plan 3 (PPO)	H2228-097	
AARP® Medicare Advantage Plus (HMO-POS)	H5253-035	

**AARP Medicare Advantage**  
from UnitedHealthcare

Medicare National Network

Health Plan (80840): **911-87726-04**

Member ID: 999999999-00 Group Number: 92006

Member:  
**SAMPLE A MEMBER**

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

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

H2228-077-000

**Medicare Rx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: MPDLCE1

Payer ID: LIFE1

AARP Medicare Advantage Walgreens Plan 2 (PPO)  
Medicare limiting charges apply.

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

**For Members**

Website: [www.MEMBERURL.com](http://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

---

**For Providers** [www.OptumCare.com](http://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** **OPTUMCare**

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



## Health Maintenance Organization (HMO) and HMO Chronic Condition

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

HMO and HMO C-SNP plan names	CMS contract	Referrals and participation
AARP® Medicare Advantage Plan 1 (HMO)	H0609-025, 026	These members must be seen by OptumCare Network health care professionals, unless a prior authorization request is approved.
AARP® Medicare Advantage Plan 2 (HMO)	H0609-027	
UnitedHealthcare Chronic Complete® (HMO C-SNP)	H0609-042, 043	
AARP® Medicare Advantage Plan 3 (HMO)	H0609-044	Referrals may be required for some plans. Sign in and view requirements at <a href="https://professionals.optumcare.com/portal-login">professionals.optumcare.com/portal-login</a>
AARP® Medicare Advantage Plan 2 (HMO)	H0609-045	
AARP® Medicare Advantage Plan 4 (HMO)	H0609-046	
UnitedHealthcare Group Medicare Advantage (HMO)	H0609-807, 808, 809	

**AARP Medicare Advantage**  
UnitedHealthcare

**UNITED HEALTHCARE**  
**PASSPORT**

Health Plan (80840): **911-87726-04**  
Member ID: 999999999-01 Group Number: HCFAH4

Member: **SAMPLE A MEMBER** PLAN CODE: TUI  
UHC Dental Benefits

Payer ID: **LIFE1**

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

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

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: SHCO

AARP Medicare Advantage Plan 2 (HMO) w/Platinum Dental  
H0609-027-000

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

**For Members**  
Website: [www.MEMBERURL.com](http://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](http://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 Dental Providers: [www.UHCdental.com](http://www.UHCdental.com) 1-877-816-3596]

**WEST** **Renew** **Active**

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

\* OptumCare may be delegated for administrative services in connection with the members enrolled in on the listed PPO and HMO-POS plans even if the member's network is not limited to the OptumCare network due to benefit plan design.

