

# Administrative changes for UnitedHealthcare Medicare Advantage members in Connecticut

## Quick reference guide

Effective for dates of service beginning Jan. 1, 2022, Optum Care Network of Connecticut, an affiliate of UnitedHealthcare, will manage administrative processes for members of UnitedHealthcare® Medicare Advantage benefit plans offered in Connecticut, as identified below.

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

We've put this guide together to help you understand the changes to administrative processes, including:

- Claim submissions
- Hospital admission notifications
- Member eligibility verification
- Prior authorization requests



### Affected UnitedHealthcare Medicare Advantage Plan Members

Members of the following UnitedHealthcare Medicare Advantage plans who have chosen an Optum Care primary care provider (PCP) are managed by Optum Care Network of Connecticut:

- H0755-030-000 UnitedHealthcare Medicare Advantage Plan 1 (HMO)
- H0755-031-000 UnitedHealthcare Medicare Advantage Plan 2 (HMO)
- H0755-033-000 UnitedHealthcare Medicare Advantage Plan 3 (HMO)
- H0755-032-000 UnitedHealthcare Medicare Advantage Patriot (HMO)
- H3442-001-000 AARP® Medicare Advantage Walgreens (PPO)
- H0271-014-000 UnitedHealthcare Dual Complete (PPO D-SNP)

New! Beginning Jan. 1, 2022, Optum Care Network of Connecticut will manage services for members who choose an Optum Care PCP for the following plan:

- R7444-001-000 AARP Medicare Advantage Choice (Regional PPO)

Member IDs for the affected plans will show the **payer ID E3287** and have the Optum Care logo. For all other members, please continue following the UnitedHealthcare processes outlined in the Administrative Guide at [UHCprovider.com/guides](https://UHCprovider.com/guides).



## Verify member eligibility

You can verify UnitedHealthcare member eligibility at the time of service online or by phone:

**Online:** Log into the care provider gateway at [optumcare-mso.com](http://optumcare-mso.com)

**Phone:** 888-556-7048



## Requesting Prior Authorization

Prior authorization is required for certain services based on the patient's benefit plan. Please request prior authorization at least 14 days before planned date of elective services in one of these ways:

**Online:** Log into the care provider gateway at [optumcare-mso.com](http://optumcare-mso.com)

**Phone:** 888-556-7048 (only for urgent referrals)

**Fax:** 855-268-2904



## Submitting Claims

Please submit claims for the Optum Care-managed members:

**Electronically:** Payer ID E3287

**Mail:** OCNCT Claims, P.O. Box 2500, Rancho Cucamonga, CA 91729-2500

For claims status, call 888-556-7048. Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.



**AARP Medicare Advantage**  
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  
OPTUM CARE NETWORK-CONNECTICUT

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

RXXXX-XXX-XXX

Payer ID: **E3287**

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

AARP Medicare Advantage Choice (Regional PPO)  
Medicare limiting charges apply.

front

Customer Service Hours: 24 hours a day, 7 days a 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 1-888-556-7048  
Medical Claim Address: P.O. Box 2500, Rancho Cucamonga, CA 91729-2500  
Provider Authorizations: 1-888-556-7048  
[UHC Dental Providers: [www.providerdental.url](http://www.providerdental.url) 1-999-999-9999]

**UHC** **NO Referrals Required** **OPTUM**

For Pharmacists 1-899-999-9999  
Pharmacy Claims OptumRx P.O. Box 999999, Healthcare, US 99999-9999

back

## Questions?

If you have questions about these plan members, contact Optum Care at **888-556-7048**. For questions about other plan members, please call UnitedHealthcare Provider Service Voice Portal at **877-842-3210**.