

Administrative changes for UnitedHealthcare Medicare Advantage members in Nevada

Quick reference guide

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

This guide will help you identify these members and help you work with OptumCare-NV. For members of these plans, OptumCare-NV manages these services:

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



Learn more about OptumCare-NV

You can find more information about OptumCare-NV at [optumcare.com](https://www.optumcare.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 Focus (HMO)	H0609-032
AARP® Medicare Advantage Plan 1 (HMO)	H0609-033
UnitedHealthcare Medicare Advantage Assist (HMO C- SNP)	H0609-037
AARP® Medicare Advantage Walgreens (HMO)	H0609-038
AARP® Medicare Advantage Plan 2 (HMO)	H0609-040
UnitedHealthcare Group Medicare Advantage	H0609-810, 811, 813, 815
UnitedHealthcare Dual Complete® (D-SNP)	H1360-001
AARP® Medicare Advantage Choice (PPO)	H7404-018
AARP® Medicare Advantage Patriot (PPO)	H7404-019
AARP® Medicare Advantage Walgreens (PPO)	H7404-020



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)
- **Phone:** Call **855-893-2297**



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:** Go to professionals.optumcare.com/portal-login
- **Call 855-893-2297**



Hospital inpatient notification

Notify OptumCare-NV of hospital admissions no later than 1 business day after admission by calling **702-240-8878** (option 2) or faxing 702-804-3773.



Submitting claims

Submit claims to OptumCare-NV

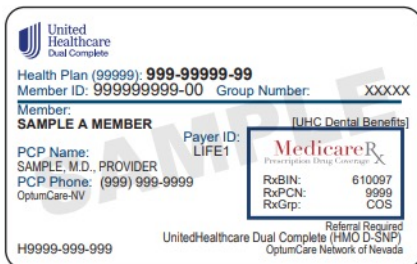
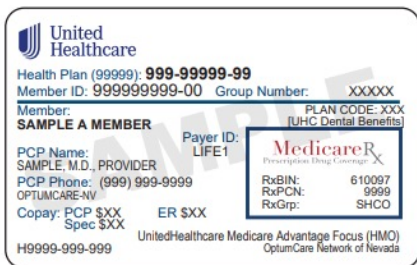
- **Online:** Go to professionals.optumcare.com/portal-login
- **Electronic data interchange (EDI):** Use Payer ID LIFE1
- **Mail:** Optum Care-NV Claims, P.O. Box 30539, Salt Lake City, UT 84130

To check the status of your claims, call **855-893-2297**. 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 list OptumCare-NV.



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**.