

Administrative changes for UnitedHealthcare Medicare Advantage members in New Mexico

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 New Mexico 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 referral requests
- Verifying member eligibility



Learn more about Optum Care

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
UnitedHealthcare® Medicare Advantage Assure (PPO)	Bernalillo, Los Alamos, Rio Arriba, San Miguel, Sandoval, Santa Fe, Torrance, Valencia	H0271-010
UnitedHealthcare® Chronic Complete Assure (PPO C-SNP)	Bernalillo, Los Alamos, Rio Arriba, San Miguel, Sandoval, Santa Fe, Torrance, Valencia	H0271-033
AARP® Medicare Advantage Choice Plan 1 (PPO)	Bernalillo, Sandoval, Torrance, Valencia	H2228-116
AARP® Medicare Advantage Choice Plan 1 (PPO)	Los Alamos, Mora, Rio Arriba, San Miguel, Santa Fe	H2228-117
AARP® Medicare Advantage Choice Plan 2 (PPO)	Bernalillo, Sandoval, Torrance, Valencia	H2228-047
AARP® Medicare Advantage Choice Plan 2 (PPO)	Los Alamos, Mora, Rio Arriba, San Miguel, Santa Fe	H2228-049

Plan name and type	Counties	Centers for Medicare & Medicaid Services (CMS) contract
AARP® Medicare Advantage Patriot (PPO)	Bernalillo, Los Alamos, Mora, Rio Arriba, San Miguel, Sandoval, Santa Fe, Torrance, Valencia	H2228-098
AARP® Medicare Advantage (HMO)	Bernalillo, Sandoval, Valencia	H6526-001
AARP® Medicare Advantage (HMO)	Santa Fe	H6526-002



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://uhcprovider.com/guides).

You can verify UnitedHealthcare member eligibility at the time of service:

Online: The Eligibility and Benefits tool on the UnitedHealthcare Provider Portal at [UHCprovider.com/eligibilitytool](https://uhcprovider.com/eligibilitytool). Optum Care provider center at providers.optumcaremw.com.

Electronic data interchange (EDI): Use transactions 270 (Inquiry) and 271 (Response) through your vendor or clearinghouse

Phone: Call **866-842-3210**



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 providers.optumcaremw.com

Phone: Call **800-620-6768**

Although some administrative services are being managed by Optum Care Network, **there is no change to which services require prior authorization**. To view the UnitedHealthcare Medicare Advantage Prior Authorization list, go to [UHCprovider.com/guides](https://uhcprovider.com/guides) > Administrative Guide for Commercial, Medicare Advantage and DSNP > Chapter 6: Medical Management >

Advance Notification/Prior Authorization List.

You don't need to submit another prior authorization request to Optum Care Network if a request was previously reviewed and approved by UnitedHealthcare for dates of service starting Jan. 1, 2022. Optum Care Network will honor UnitedHealthcare approvals and reimburse for services provided to eligible members.



Referral requests

For plans that require referrals, submit referral requests online at providers.optumcaremw.com.



Hospital inpatient notification

Notify Optum Care Network of hospital admissions no later than 1 business day after by calling **800-620-6768** or submitting online at providers.optumcaremw.com.



Submitting claims to Optum Care

EDI: Use Payer ID LIFE1 or your clearinghouse's Optum Care Network Payer ID

Mail: Optum Care Network Claims, P.O. Box 30539, Salt Lake City, UT 84130-0539

To check the status of your claims, sign in to providers.OptumCaremw.com or call **800-620-6768** with claims questions. Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.

You can submit claim disputes to Optum Care Network:

Email: claimdispute@optum.com

Phone: Call **800-620-6768**

Mail: Optum Care Network Claims, P.O. Box 30539, Salt Lake City, UT 84130-0539



Sample member ID cards

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

United Healthcare
 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
 Payer ID: LIFE1
MedicareRx
 Prescription Drug Coverage
 RxBIN: 610097
 RxPCN: 9999
 RxGrp: COS
 UnitedHealthcare Chronic Complete Assure (PPO C-SNP)
 Medicare limiting charges apply.

Customer Service Hours: 24 hours a day, 7 days a week Printed: xx/xx/xxxx
For Members
 Website: Customer www.memberurl.com
 Service: 1-999-999-9999 TTY 711
 NurseLine: 1-999-999-9999 TTY 711
 Behavioral Health: 1-999-999-9999 TTY 711
 [Transportation Svcs: 1-999-999-9999 TTY 1-999-999-9999]
For Providers www.OptumCare.com 1-800-620-6768
 Medical Claim Address: P.O. Box 30539, Salt Lake City, UT 84130-0539
 Provider Authorizations: 1-800-620-6768
 [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
 from UnitedHealthcare Medicare National Network
 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
 Copay: PCP \$XX ER \$XX Spec \$XX
 Payer ID: LIFE1
MedicareRx
 Prescription Drug Coverage
 RxBIN: 610097
 RxPCN: 9999
 RxGrp: COS
 AARP Medicare Advantage Choice Plan 1 (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
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For Providers www.OptumCare.com 1-800-620-6768
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 Provider Authorizations: 1-800-620-6768
 [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 UnitedHealthcare at **877-842-3210**.