

Administrative changes for UnitedHealthcare Medicare Advantage members in New York

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 PPO plan members in New York.

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
- Verifying member eligibility



Learn more about Optum Care

Optum Care isn't a health plan. You can find more information at [optumcare.com](https://www.optumcare.com).

2022 plan overview

Plan name and type	Centers for Medicare & Medicaid Services (CMS) contract
AARP® Medicare Advantage Choice (PPO)	H3418-002
UnitedHealthcare Medicare Advantage Choice Plan 1 (Regional PPO)	R5342-001
UnitedHealthcare Medicare Advantage Patriot (Regional PPO)	R5342-002
UnitedHealthcare Medicare Advantage Choice Plan 3 (Regional PPO)	R5342-005
UnitedHealthcare Medicare Advantage Choice Plan 4 (Regional PPO)	R5342-006



Verifying member eligibility

Affected members will have the Payer ID LIFE1 and the Optum logo 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:** The Eligibility and Benefits tool on the UnitedHealthcare Provider Portal at [UHCprovider.com/eligibilitytool](https://www.uhcprovider.com/eligibilitytool)
- **Electronic data interchange (EDI):** Use transactions 270 (Inquiry) and 271 (Response) through your vendor or clearinghouse
- **Phone:** Call **866-565-3468**



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:** **855-565-3468**

Fax (if online submission isn't available)

- General new authorization requests: 855-248-4063
- Medicare Part B new authorization requests: 855-244-8503
- Submitting clinical information for authorization requests: 877-940-3604

Although some administrative services are being managed by Optum Care, **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://www.uhcprovider.com/guides) > Administrative Guide for Commercial, Medicare Advantage and DSNP > Chapter 6: Medical Management > Advance Notification/Prior Authorization List.



Hospital inpatient notification

Notify Optum Care of hospital admissions no later than 24 hours after admission and 24 hours after discharge online at professionals.optumcare.com/portal-login. If online isn't available, call **866-565-3468** or fax 844-700-5131.



Submitting claims to Optum Care

- **Electronic data interchange (EDI):** Use Payer ID LIFE1
- **Mail:** Optum Care Network Claims, P.O. Box 30781, Salt Lake City, UT 84130-0781

To check the status of your claims, sign in to professionals.optumcare.com/portal-login or call **866-565-3468**. 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 new ID cards that show the Payer ID LIFE1 and the Optum logo.

AARP Medicare Advantage
UnitedHealthcare

UNITED HEALTHCARE
PASSPORT

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 IPA OF NEW YORK

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

HXXXX-XXX-XXX

Payer ID: LIFE1

MedicareRx
Prescription Drug Coverage

RxBIN: 610097
RxPCN: 9999
RxGrp: COS

AARP Medicare Advantage Value Care (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
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 1-866-565-3468
Medical Claim Address: P.O. Box 30781, Salt Lake City, UT 84130-0781
Provider Authorizations: 1-866-565-3468
[UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

UHC Renew Active

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

OPTUM

Sample member ID cards for illustration only. Actual information varies depending on payer, plan and other requirements.



Questions?

If you have questions, contact Optum Care at **866-565-3468**, 8 a.m.–8 p.m. ET, Monday–Friday.