

# Administrative changes for UnitedHealthcare Medicare Advantage members in Utah

## Quick reference guide

For dates of service beginning Jan. 1, 2022, OptumCare, an affiliate of UnitedHealthcare, will manage administrative services for certain UnitedHealthcare® Medicare Advantage plan members in Utah with an OptumCare 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://www.optumcare.com).



### Questions?

If you have questions, contact UnitedHealthcare at **877-842-3210**.

## 2022 plan overview

Plan name and type	Centers for Medicare & Medicaid Services (CMS) contract	Group numbers
UnitedHealthcare® Dual Complete® Choice (PPO D-SNP)	H0271-038	90064 - new
UnitedHealthcare Dual Complete Select (PPO D-SNP)	H0271-039	90065 - new
AARP® Medicare Advantage Plan 1 (HMO)	H4604-003	42000
AARP® Medicare Advantage Patriot (HMO)	H4604-005	42004
AARP® Medicare Advantage Plan 2 (HMO)	H4604-011	42022
UnitedHealthcare Medicare Advantage Assist (HMO C-SNP)	H4604-017	90055
AARP® Medicare Advantage Walgreens (HMO)	H4604-018	42030
UnitedHealthcare Group Medicare Advantage (PPO)	H7404-021	90034



## 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](http://UHCprovider.com/guides).

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

- Online at [professionals.optumcare.com/portal-login](http://professionals.optumcare.com/portal-login)
- Call 877-370-2845



## 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](http://professionals.optumcare.com/portal-login)
- Call 877-370-2845



## Hospital inpatient notification

Notify OptumCare of hospital admissions no later than 24 hours after admission:

- Call 877-370-2845 (option 2)
- Fax 888-992-2809



## Submit claims to OptumCare

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



## Sample member ID cards

These members will get ID cards that show the Payer ID LIFE1 and list OptumCare under the PCP name.

**AARP Medicare Advantage**  
by 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

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

H9999-999-999

Payer ID: **LIFE1**

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

AARP Medicare Advantage Plan 1 (HMO)  
Optum Care Network

Customer Service Hours: 24 hours a day, 7 days a week Printed: xxx/xx/xxxx

**For Members**

Website: Customer [www.memberurl.com](http://www.memberurl.com)  
Service: 1-999-999-9999 TTY 711  
NurseLine: 1-999-999-9999 TTY 711  
Behavioral Health: 1-800-985-2596 TTY 711  
Transportation Svcs: 1-866-418-9812 TTY 1-866-288-3133

**For Providers**

[www.OptumCare.com](http://www.OptumCare.com) 1-877-370-2845  
Medical Claim Address: P.O. Box 30539, Salt Lake City, UT 84130-0539  
Provider Authorizations: 1-877-370-2845  
[UHC Dental Providers: [www.dentalurl.com](http://www.dentalurl.com) 1-999-999-9999]

UHC **Renew Active** NO Referral Required 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.