

# Administrative changes for UnitedHealthcare Medicare Advantage members in Oregon

## 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 Oregon.

This guide will help you identify these members and help you work with Optum Care Network. For members of these plans, Optum Care manages these services:

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



### 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://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/eligibility](https://UHCprovider.com/eligibility)
- At [professionals.optumcare.com/portal-login](https://professionals.optumcare.com/portal-login)

**Phone:** Call 877-842-3210



### Requesting prior authorization

Prior authorization may be required for certain services based on the member's plan. Most referrals to health care professionals who participate with UnitedHealthcare Medicare Advantage for inpatient and outpatient services don't require prior authorization.

Prior authorization for all health care professionals is required when the services are included in the member's plan-specific prior authorization requirements at [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth) > Plan Requirements for Advance Notification/Prior Authorization.

When needed, request prior authorization at least 14 days before the planned date of elective services:

- **Online** at [professionals.optumcare.com/portal-login](https://professionals.optumcare.com/portal-login)
- **Call** 866-565-3664
- **Fax** 855-402-1684



## Hospital inpatient notification

Notify Optum Care Network of hospital admissions no later than 24 business hours after admission or 24 business hours after discharge:

- Call 253-627-4113
- Call 866-565-3664
- Fax 855-402-1684



## Submitting claims

Submit claims to Optum Care Network

- **Electronic Data Interchange (EDI):** Use Payer ID LIFE1
- **Mail:** Optum Care Claims, PO Box 30788 Salt Lake City, UT 84130-0788

To check the status of your claims, contact Optum Care Network at **866-565-3664**. Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.



## Sample ID cards

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

**AARP Medicare Advantage**  
UnitedHealthcare

Health Plan (99999): 999-99999-99  
Member ID: 999999999-01 Group Number: XXXXX

Member: **SAMPLE A MEMBER** PLAN CODE: XXXX [UHC Dental Benefits]

PCP Name: SAMPLE, M.D., PROVIDER Payer ID: LIFE1  
PCP Phone: (999) 999-9999  
OREGON MEDICAL GROUP

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

HXXXX-XXX-XXX

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: SHOR

AARP Medicare Advantage Plan 1 (HMO)

Customer Service Hours: 24 hours a day, 7 days a week Printed: xoxoxoxox

**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 1-866-565-3664  
Medical Claim Address: P.O. Box 30788, Salt Lake City, UT 84130-0788  
Provider Authorizations: 1-866-565-3664  
[UHC Dental Providers: www.dentalurl.com 1-999-999-9999]

WEST **Renew** **Active** **OPTUM**

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

**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 Payer ID: LIFE1  
PCP Phone: (999) 999-9999

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

HXXXX-XXX-XXX

**MedicareRx**  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: COS

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

Customer Service Hours: 24 hours a day, 7 days a week Printed: xoxoxoxox

**For Members**  
Website: www.memberurl.com  
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For Pharmaceuticals 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 Optum Care Network at **866-565-3664**.