

Administrative changes for UnitedHealthcare Medicare Advantage members in Idaho

Quick reference guide

For dates of service beginning **Jan. 1, 2023**, Optum® Care Network – Idaho, an affiliate of UnitedHealthcare, will manage certain administrative services for certain UnitedHealthcare Medicare Advantage benefit plans listed below. This reference guide provides an overview of the new administrative processes:

- Verifying member eligibility
- Prior authorization requests
- Hospital admission notifications
- Claims submission
- Claims reconsideration

The following benefit plans will be newly administered by Optum Care Network – Idaho, effective Jan. 1, 2023:

Plan name	CMS contract number	Group number
UnitedHealthcare Chronic Complete Assure (PPO C-SNP)	H0271-043-000	90305
AARP® Medicare Advantage (HMO-POS)	H4604-012-000	90219
AARP® Medicare Advantage Plan 1 (HMO-POS)	H4604-013-000	90220
AARP® Medicare Advantage Plan 1 (HMO-POS)	H4604-014-000	38014
AARP® Medicare Advantage Patriot (HMO-POS)	H4604-019-000	90221
AARP® Medicare Advantage Plan 2 (HMO-POS)	H4604-020-000	90222
AARP® Medicare Advantage Plan 2 (HMO-POS)	H4604-022-000	38025
AARP® Medicare Advantage Choice Plan 1 (PPO)	H2228-031-000	90216
AARP® Medicare Advantage Choice Plan 2 (PPO)	H2228-032-000	90217
AARP® Medicare Advantage Choice Plan 3 (PPO)	H2228-079-000	90218

The following benefit plans will continue to be administered by United Healthcare, effective Jan. 1, 2023:

Plan name	CMS contract number	Group number
AARP® Medicare Advantage Focus (HMO-POS)	H4604-015-000	38019
AARP® Medicare Advantage Choice Rebate (PPO)	H2228-124-000	86015, 86018
UnitedHealthcare Chronic Complete Assure (PPO C-SNP)	H0271-043-000	77058
AARP® Medicare Advantage (HMO-POS)	H4604-012-000	38015
AARP® Medicare Advantage Plan 1 (HMO-POS)	H4604-013-000	38012
AARP® Medicare Advantage Plan 1 (HMO-POS)	H4604-014-000	38020
AARP® Medicare Advantage Patriot (HMO-POS)	H4604-019-000	44008
AARP® Medicare Advantage Plan 2 (HMO-POS)	H4604-020-000	44009
AARP® Medicare Advantage Plan 2 (HMO-POS)	H4604-022-000	38025
AARP® Medicare Advantage Choice Plan 1 (PPO)	H2228-031-000	86000
AARP® Medicare Advantage Choice Plan 2 (PPO)	H2228-032-000	86008
AARP® Medicare Advantage Choice Plan 3 (PPO)	H2228-079-000	72745



Verifying member eligibility

You can verify member eligibility online or by phone:

- **Online:** Through the UnitedHealthcare Provider Portal, go to UHCprovider.com and click Sign In at the top-right corner. Then, click Eligibility and enter member information.
- **Phone:** Call **877-842-3210** and select the Eligibility and Benefits option



Prior authorization requests

Prior authorization may be required for certain services based on the member's plan. Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with UnitedHealthcare Medicare Advantage.

Services that require prior authorization will be listed at UHCprovider.com/priorauth > Advance Notification and Plan Requirement Resources. Submit your request at least 14 days before the planned date of service.

- **Online:** Submit your request at providers.optumcaremw.com. Please include any clinical information associated with the requested service.
- **Phone:** Call **877-370-2845**

You don't need to submit another prior authorization request to Optum Care if a request was previously reviewed and approved by UnitedHealthcare for dates of service starting Jan. 1, 2023, and after. Optum Care will reimburse services approved by UnitedHealthcare.



Hospital admission notifications

Please notify Optum Care Network – Idaho of hospital admissions no later than 1 business day after admission by calling **877-370-2845** or submitting online at providers.optumcaremw.com.



Claims submissions

Please submit claims for UnitedHealthcare members Optum Care Network – Idaho using the following electronic Payer ID or mailing address:

- **Electronic:** Payer ID LIFE1 or use your clearinghouse's Optum Care Network – Idaho Payer ID
- **Mail:** Optum Care Network – Idaho, P.O. Box 30539, Salt Lake City UT 84130-0539

To check the status of your claim submission, sign in at providers.optumcaremw.com.

For any other claim questions, call **877-370-2845**. Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.



Claim reconsiderations

You can submit claim disputes by:

- Phone: **877-370-2845**
- Online: providers.optumcaremw.com
- Mail: Optum Care Network – Idaho P.O. Box 30539, Salt Lake City UT 84130-0539

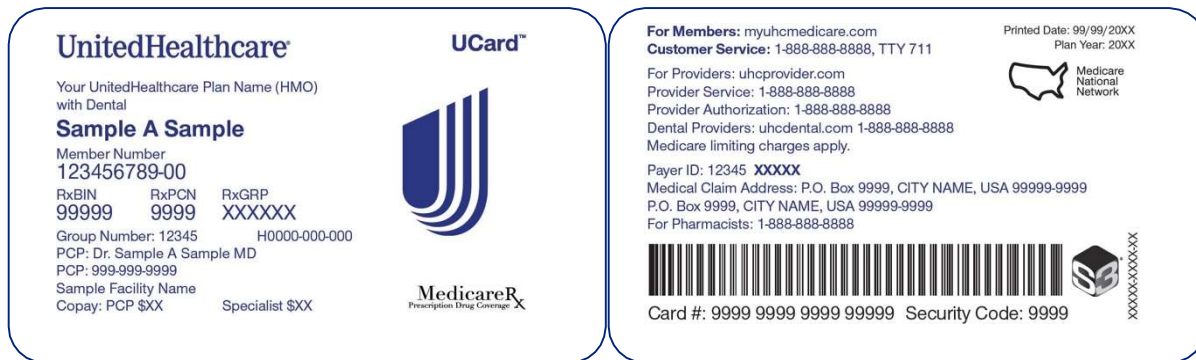


Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID LIFE1 and will have the group number. You can download a copy of the member ID card when you verify eligibility and benefits in the UnitedHealthcare Provider Portal.

New for 2023 – UnitedHealthcare UCard (Member ID)

- Nearly all UnitedHealthcare Individual Medicare Advantage plan members including DSNP will receive a UnitedHealthcare UCard™ (some plan exclusions may apply)
- UnitedHealthcare UCard makes it easier for members to access their benefits and programs so they can take advantage of their plan offerings
- UCard does not need to be activated for you to verify eligibility or provide care services or for members to receive medical, dental, prescription, vision and hearing care services
- Starting Jan. 1, 2023, impacted members will present their redesigned member card
- UCard will have the information you need to verify eligibility and should be used in the same manner as any other UnitedHealthcare member ID card
- UCard cannot be used for member out-of-pocket expenses, including copays, coinsurance or deductibles
- Each UCard will include an S3 number, security code and scannable barcode for in-store purchases – providers do not need to scan the barcode to provide medical, dental, prescription, vision or hearing services to the member
- For questions, members should visit their plan website or call the Customer Service number on their UCard
- For a description of the information displayed on the UCard, refer to **Chapter 2** of the **UnitedHealthcare Care Provider Administrative Guide**



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



We're here to help

If you have questions, please call **877-842-3210**. Thank you.