

# Administrative changes for UnitedHealthcare Medicare Advantage plans in Kansas and Missouri

## Quick reference guide

Beginning Jan. 1, 2023, Optum® Care Network of Kansas City, a UnitedHealthcare affiliate, will manage the following administrative services for some UnitedHealthcare® Medicare Advantage benefit plans:

- Member eligibility verification
- Referral requests
- Prior authorization requests
- Hospital admission notifications
- Claims submission and reconsideration

Affected UnitedHealthcare Medicare Advantage plans		
Plan name	CMS contract number	Group number
AARP Medicare Advantage Choice Plan 1 - preferred provider organization (PPO)	H2228-071	90193
AARP Medicare Advantage Choice Plan 1 (PPO)	H2228-071	90194
AARP Medicare Advantage Plan 2 health maintenance organization (HMO-POS)	H2802-032	90088
AARP Medicare Advantage Plan 2 (HMO-POS)	H2802-032	90152
AARP Medicare Advantage Plan 1 (HMO-POS)	H2802-033	90167
AARP Medicare Advantage Plan 1 (HMO-POS)	H2802-033	90168
AARP Medicare Advantage Choice Plan 2 (PPO)	H8768-023	90053
AARP Medicare Advantage Choice Plan 2 (PPO)	H8768-023	90326

## Affected UnitedHealthcare Medicare Advantage plans (continued)

Plan name	CMS contract number	Group number
AARP Medicare Advantage Patriot (PPO)	H8768-025	90328
AARP Medicare Advantage Patriot (PPO)	H8768-025	90329
UnitedHealthcare Medicare Advantage Choice Plan 3 (Regional PPO)	R3444-023	90054
UnitedHealthcare Medicare Advantage Choice Plan 3 (Regional PPO)	R3444-023	90327
UnitedHealthcare Medicare Advantage Choice Plan 2 (Regional PPO)	R3444-012	99932
UnitedHealthcare Medicare Advantage Choice Plan 2 (Regional PPO)	R3444-012	99936

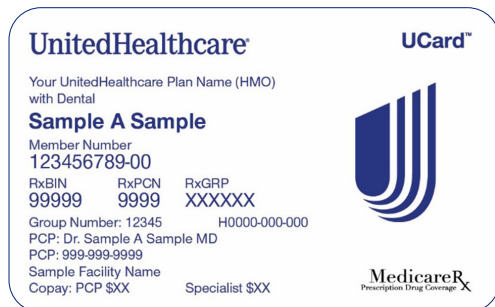


### Member ID cards

We're replacing member ID cards with UnitedHealthcare UCard™ cards for nearly all UnitedHealthcare Medicare Advantage plans, including Dual-Eligible Specials Needs Plans. Some plan exclusions may apply. Members will receive their new UCard ID cards before the Jan. 1, 2023, effective date.

Please use the UCard to verify member eligibility or sign in to the UnitedHealthcare Provider Portal at [UHCprovider.com](https://UHCprovider.com) to view or download a copy of the member ID card. The UCard shows the Payer ID and contact information for Optum Care Network of Kansas City. For a description of the information displayed on the UCard, refer to Chapter 2 of the administrative guide at [UHCprovider.com/guides](https://UHCprovider.com/guides).

Direct members with questions to go to their plan website or call the Customer Service number on their UCard.



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

\*The Optum Care service numbers will be available beginning Jan. 1, 2023.



## Member eligibility verification

Verify member eligibility online or by phone:

- **Online:** Sign in to the UnitedHealthcare Provider Portal at [UHCprovider.com](https://UHCprovider.com), click Eligibility and enter the member's information
- **Phone:** Call **877-842-3210** and say "Eligibility and Benefits"



## Referral requests

For plans that require referrals, submit requests at [providers.optumcaremw.com](https://providers.optumcaremw.com).



## Prior authorization requests

Certain services may require prior authorization. Go to [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth)

> Advance Notification and Plan Requirement Resources Services for a list of these services.

Submit your request at least 14 days before the planned date of service using one of the following methods:

- Go to [providers.optumcaremw.com](https://providers.optumcaremw.com) and include all clinical information associated with the requested service
- Call 855-822-4325, TTY 711\*

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

Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with UnitedHealthcare Medicare Advantage.



## Hospital admission notifications

Notify Optum Care Network of Kansas City of hospital admissions no later than 1 business day after admission using one of the following methods:

- Go to [providers.optumcaremw.com](https://providers.optumcaremw.com)
- Call 913-215-7400\*



## Claims submissions

Use one of the following methods to submit claims to Optum Care Network of Kansas City:

- Use your EDI platform and enter Payer ID LIFE1 or use your clearinghouse's UnitedHealthcare or Optum Care Network of Kansas City Payer ID
- **Mail your claim to:**  
Optum Care Claims  
P.O. Box 30539  
Salt Lake City, UT 84130-0539

Check the status of your claim submission at [providers.optumcaremw.com](https://providers.optumcaremw.com). For any other claim questions, call 855-822-4325, TTY 711.\* Please don't submit duplicate claims unless you haven't received payment or an explanation of payment within 45 days of submission.

\*The Optum Care service numbers will be available beginning Jan. 1, 2023.



## Claim reconsiderations

Submit claim disputes using one of the following methods:

- Submit to [providers.optumcaremw.com](https://providers.optumcaremw.com)
- Call 855-822-4325 TTY 711\*
- **Mail claim disputes to:**  
Optum Care Provider Dispute Resolution  
P.O. Box 30539  
Salt Lake City, UT 84130-0539



## We're here to help

Call **877-842-3210** if you have questions. Thank you.

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