

# Administrative updates for UnitedHealthcare Medicare Advantage members in California



For dates of service beginning Jan. 1, 2026, an affiliate of UnitedHealthcare will manage certain administrative services for the following UnitedHealthcare Medicare Advantage benefit plans. This reference guide provides an overview of the administrative processes, including how to:

- Verify member eligibility
- Submit and check referral status
- Submit hospital admission notifications
- Submit prior authorization requests
- Check claim status, submit claims and claim reconsiderations

**The following benefit plans will be administered by a provider medical group or IPA, effective Jan. 1, 2026:**

Contract number	PBP	Segment ID
H0543	013	000
H0543	019	000
H0543	035	000
H0543	060	000
H0543	086	000
H0543	121	000
H0543	140	000
H0543	145	000
H0543	151	000
H0543	152	000
H0543	166	000
H0543	168	000
H0543	169	000
H0543	170	000

Contract number	PBP	Segment ID
H0543	188	000
H0543	189	000
H0543	191	000
H0543	193	000
H0543	204	000
H0543	214	000
H0543	217	000
H0543	218	000
H0543	219	000
H0543	220	000
H0543	221	000
H0543	222	000
H0543	225	000
H0543	226	000

Contract number	PBP	Segment ID
H0543	232	000
H0543	236	000
H0543	237	000
H0543	238	000
H0543	239	000
H0543	240	000
H0543	241	000
H0543	242	000
H0543	246	000

Contract number	PBP	Segment ID
H0543	249	000
H0543	251	000
H0543	254	000
H0543	255	000
H0543	258	000
H0543	802	000
H0543	805	000
H0543	806	000

The following benefit plans will be administered by UnitedHealthcare effective Jan. 1, 2026.

Contract number	PBP	Segment ID	Group number
H0543	035	000	00013
H0543	035	000	76077
H0543	086	000	00205
H0543	086	000	00206
H0543	140	000	00014
H0543	140	000	00015
H0543	802	000	76080
H0543	802	000	91078
H0543	802	000	91093
H0543	802	000	91149
H0543	805	000	11504
H0543	805	000	91073
H0543	805	000	91082
H0543	805	000	91084
H0543	805	000	91086
H0543	805	000	91089
H0543	805	000	91091
H0543	805	000	91092
H0543	805	000	91110
H0543	805	000	91111

Contract number	PBP	Segment ID	Group number
H0543	805	000	91112
H0543	805	000	91114
H0543	805	000	91115
H0543	805	000	91116
H0543	805	000	91118
H0543	805	000	91119
H0543	805	000	91120
H0543	805	000	91121
H0543	805	000	91122
H0543	805	000	91123
H0543	805	000	91124
H0543	805	000	91125
H0543	805	000	91126
H0543	805	000	91127
H0543	805	000	91128
H0543	805	000	91138
H0543	805	000	91140
H0543	805	000	91141
H0543	805	000	91144
H0543	805	000	91145
H0543	805	000	91146
H0543	805	000	91148
H0543	805	000	91150
H0543	805	000	91151
H0543	805	000	91153
H0543	805	000	91154
H0543	805	000	91156
H0543	805	000	91157
H0543	806	000	76079
H0543	806	000	91072
H0543	806	000	91102
H0543	806	000	91106
H0543	806	000	91117
H0543	806	000	91147

## Verifying member eligibility

You can verify member eligibility:

**Online:** Sign in to the [UnitedHealthcare Provider Portal](#) and select Eligibility

## Referrals

For plans that require referrals, contact the provider medical group for referral requirements.

## Prior authorization

Prior authorization may be required for certain services based on the member's plan. For services that require prior authorization, please submit requests to the provider medical group.

## Hospital admission notifications

Please notify provider medical groups of hospital admissions no later than 1 business day after admission.

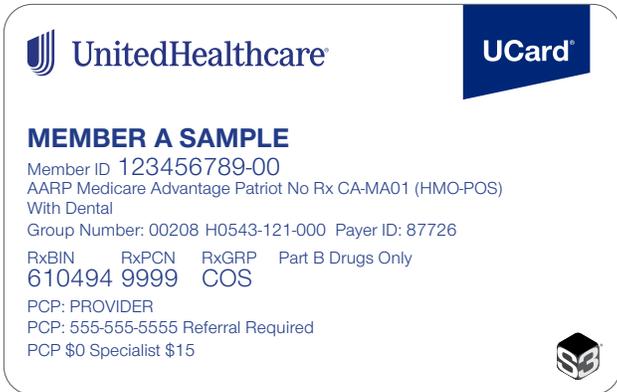
## Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID 87726 and will have other applicable delegation-specific descriptors such as delegate name and delegate website listed as the care provider contact. You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

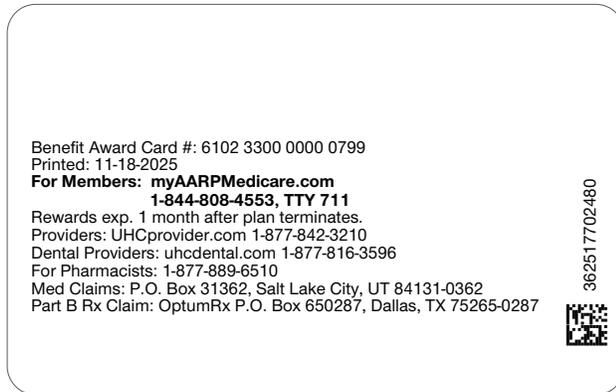
## UnitedHealthcare UCard

You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

- 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 to members 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 includes a Benefit Award Card Number, security numbers, expiration dates and a magnetic stripe for in-store purchases or spending rewards – providers do not need to scan the barcode to provide medical, dental, prescription, vision or hearing services to the member
- Payer ID is listed the front of the member ID card
- PCP name and phone number displays on some referral plan ID cards



front



back



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

## 2026 plan names

Providers can refer to the [Medicare Advantage Benefit Plan Names](#) for the state-specific plan names.

## Plan overviews

Plan overviews are available in the [2026 Medicare Advantage, CSNP & DSNP Plan Overview Course](#) > State > Interactive guide.

## Summary of benefits

State-specific plan benefits are available at [UHC.com/medicare](#) > Shop Medicare plans > Enter ZIP code > Find plans > View 2026 plans Medicare Advantage plans > Find plan and select view plan details > Plan documents > Summary of benefits.

## 2026 administrative plan changes in California

HMO and HMO-POS MAPD plans in California will see some administrative plan changes, effective Jan. 1, 2026.

- Member ID: New 9-digit member ID numbers will be issued to all impacted members
- Group number: New group numbers will be issued in a 5-digit format, not a 6-digit dash 3-digit format (e.g., XXXXXX-XXX)
- “WEST” Indicator (Change to Physician Admin Guide Supplement – UnitedHealthcare West supplement no longer applicable for the migrating plans)
- Provider service phone number changes from 888-866-8297 to 877-842-3210
- Medical claim address change from P.O. Box 30968, Salt Lake City, UT 84130-0968 to P.O. Box 31362, Salt Lake City, UT 84131-0362
- Provider medical group will appear on the member’s ID card for benefit plans administered by a delegated medical group or IPA
- Provider medical group name will not appear on the member’s ID card for benefit plans administered by UnitedHealthcare

### Claims

Submit claims using the following electronic Payer ID or mailing address:

**Payer ID:** 87726

**Mailing address:**

P.O. Box 31362

Salt Lake City, UT 84131-0362

#### Claim reconsiderations

The provider medical group owns all reconsiderations when they process a claim for a delegated member.

#### Claim status

Please contact the provider medical group to check the status of your claim submission.



The delegate owns all reconsiderations and appeals when they process claims for a delegated member.



**Please don’t submit duplicate claims unless you haven’t received payment or an explanation of payment within 45 days of submission.**



### Questions?

For chat options and contact information, visit [UHCprovider.com/contactus](https://UHCprovider.com/contactus).