

# UnitedHealthcare NavigateNOW

Quick reference guide

UnitedHealthcare® NavigateNOW benefit plans offer UnitedHealthcare commercial plan members a virtual first experience utilizing the Navigate network of health care professionals.



## Key features

- Subject to specific benefit designs, members must choose a virtual primary care provider (PCP) at enrollment. If they do not, one will be assigned. Dependents may opt for an in-person pediatrician or OB-GYN in some circumstances, rather than a virtual PCP.
- The member's PCP must submit electronic referrals for members to see a network specialist



## Benefits

Plan name	In-network care with referral	In-network care without referral	Out-of-network care
NavigateNOW	Network benefits	No coverage*	No coverage*

\*Except for emergency services and related admissions

The NavigateNOW benefit plans are administered by UnitedHealthcare. Referral and prior authorization or notification requirements, claims process and resources and instructions are in the UnitedHealthcare administrative guide at [UHCprovider.com/guides](https://www.uhcprovider.com/guides).



Members must choose a virtual PCP.<sup>1</sup> The selected PCP is listed on the ID card, in the EDI 271 response transaction, and providers can verify eligibility at [UHCprovider.com/eligibility](https://www.uhcprovider.com/eligibility).

- Members are required to see their designated PCP or a covering physician who is tied to the same provider group and TIN
- Members who have been allowed to select an in-person PCP may change their designated PCP once per month. Changes are effective the first day of the following month. Generate a PCP roster report through Document Library at [UHCprovider.com/documentlibrary](https://www.uhcprovider.com/documentlibrary).



## Referrals

- Referrals must be submitted by the member's PCP or a PCP who is tied to the same group and tax ID number (TIN)
- Specialists must confirm a referral is on file before seeing the member
- Submit referrals electronically at [UHCprovider.com/referrals](https://www.uhcprovider.com/referrals)
- View active referrals by signing in at [UHCprovider.com/eligibility](https://www.uhcprovider.com/eligibility)

**Some services don't require a referral.** These are listed at [UHCprovider.com/referrals](https://www.uhcprovider.com/referrals) > UnitedHealthcare referrals – Charter and Navigate.

<sup>1</sup> Some exceptions may apply.



## Find network specialists and PCPs at [UHCprovider.com/findprovider](https://UHCprovider.com/findprovider).

Members should discuss any needed specialty care with their care team/PCP to obtain guidance and referrals.



## Sample member ID card

1. UnitedHealthcare logo
2. NavigateNOW plan name and referral indicator

Sample member ID card for illustration only. Actual information varies depending on payer, plan and other requirements.



You can identify members in NavigateNOW benefit plans when checking eligibility and on the ID card.



According to your Participation Agreement, you may bill members for non-covered services in certain circumstances. If the services aren't covered due to lack of medical necessity, you may bill the member only if they're informed of the non-coverage and accepted financial responsibility in writing before the date of service.



Prior authorization and admission notification requirements still apply. **Requirements are in the UnitedHealthcare administrative guide at [UHCprovider.com/guides](https://UHCprovider.com/guides) and at [UHCprovider.com/priorauth](https://UHCprovider.com/priorauth).**

Call the Provider Services number on the member's ID card if you believe the member doesn't have access to particular care in the network. If approved, we'll apply the network benefits to eligible out-of-network services.



## Questions?

If you participate in UnitedHealthcare commercial benefit plans, you'll participate in UnitedHealthcare NavigateNOW plans (unless specifically excluded in your Participation Agreement). To review your participation status, sign in at [UHCprovider.com/mypracticeprofile](https://UHCprovider.com/mypracticeprofile) and go to the Provider Demographic Details. If you have questions about your Participation Agreement, please contact your network management representative. To find your network representative, go to [UHCprovider.com/contactus](https://UHCprovider.com/contactus) > Network Contact.

For general questions, please call Provider Services at **877-842-3210**. Thank you.



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