The UnitedHealthcare NexusACO benefit plans offer UnitedHealthcare commercial members a tailored network of accountable care organization (ACO) care providers. In areas where UnitedHealthcare NexusACO doesn’t have a featured ACO, UnitedHealth Premium® program designated providers will be included as participating Tier 1 care providers.

UnitedHealthcare NexusACO includes 2 benefit plans with different referral requirements:

- NexusACO R requires referrals
- NexusACO OA does not require referrals

### UnitedHealthcare NexusACO referral requirements

- Referrals are required before a NexusACO R member can see most network specialty care providers
- Referrals to network physicians must be submitted electronically by the member’s primary care provider (PCP) or a PCP with the same tax ID number (TIN). Referrals can be dated up to 5 calendar days before the date of submission.

### Verify referral requirements using the member ID card

Identify the member’s plan and referral requirements:

1. UnitedHealthcare NexusACO plan name
2. “Referrals Required” reminder for NexusACO R

### Online: Submit referrals and verify referral requirements

You can use a single online tool, the referralLink tool on Link, to:

- Find out if a referral is needed for your patient
- Submit a referral request and receive a confirmation number
- Check the status of a referral request

At UHCprovider.com/referralLink, you’ll find instructions, a quick reference guide and video tutorials. To access referralLink, sign in to Link by clicking on the Link Sign In button in the top right corner of UHCprovider.com.

### Referrals and notifications/prior authorizations

The referral and notification/prior authorization processes are separate.

Requirements vary by member benefit plan and you can use the eligibilityLink tool at UHCprovider.com/eligibilityLink to find out if referrals, notifications or prior authorizations are required for the requested services.

Submitting a notification/prior authorization request can’t substitute for a referral. If the member doesn’t have a required referral, coverage for the specialty care may be denied or the member may have a higher out-of-pocket cost.

You can find more information about notification/prior authorization requirements in the Care Provider Administrative Guide at UHCprovider.com/guides and at UHCprovider.com/priorauth.

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

NexusACO

- UHCprovider.com/plans > Choose Your State > Commercial > UnitedHealthcare NexusACO. This includes a Frequently Asked Questions document, which can help answer many of your questions about the plan.
- You can find more information on the UnitedHealth Premium program at UHCprovider.com/premium

Notification/prior authorization requirements

- UHCprovider.com/priorauth
- Care Provider Administrative Guide at UHCprovider.com/guides

Submitting referrals

- UHCprovider.com/referralLink

Contact us

If you have questions related to your Participation Agreement, please contact your Network Management representative listed at UHCprovider.com > Menu > Contact Us. For general questions, call 877-842-3210.