

2024 Individual Exchange plans

Quick reference guide

Please use this guide to quickly refer to the information you need to work with our UnitedHealthcare Individual Exchange plans, also referred to as UnitedHealthcare Individual & Family ACA Marketplace plans.



Example member ID cards

- 1 Group number – “ONEX” – plans offered on the Exchange, “OFEX” – plans offered off the Exchange
- 2 Plan name – includes the metal level of bronze, silver, gold or platinum
- 3 PCP Required indicator – all Exchange plans require a PCP
- 4 Referrals Required indicator (if applicable)
- 5 Member network name

For most Individual Exchange plans

United Healthcare OPTUMRx Plan Logo

Member: MEMBER NAME
Member ID (BT): 999999999

1 Group Number: XXONEX

2 BronzePlanNameBronzePlanNameBronzePlanNameXX

3 PCP Required or Provider Name

Exp Date: 12/31/22
Eff Dt: 04/11/2021 Payer ID 87726

Rx Bin: 610279
Rx PCN: 7777
Rx Grp: EXCXX

Med INN: DED INDV/FAM \$0000/\$6600 OOPM INDV/FAM \$0000/\$000000
Rx INN: \$0000/\$0000

4 PCP Referrals Required

5 XX Individual Exchange Benefit Plan

Fully Insured
DOI-0508 Underwritten by UnitedHealthcare of xxxxxxxxxx, Inc

Members: We're here to help. Check benefits, view claims, find a doctor, ask a question and more. PCP to send electronic referrals.

Online Account: myuhc.com/exchange
Member Services: 000-000-0000
24-hour physician access: 000-000-0000
Mental Health: 000-000-0000

Providers: 877-478-4760 UHCprovider.com
Medical Claims: PO Box 5290, Kingston, NY, 12402 - 5290

Pharmacists: 844-569-4143
Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540

For Oxford Metro plans in New Jersey

United Healthcare Optum Rx

Member: 6X MEMBER NAME
Member ID: 000000000

1 Group ID: NJXXXX

2 Example: UHC Gold Advantage

3 PROVIDER NAME

Payer ID: 87726

Rx Bin: 610279
Rx PCN: 7777
Rx Grp: EXCNJ

Med INN: DED INDV/FAM \$0000/\$0000 OOPM INDV/FAM \$0000/\$000000
ER: DED+35%

4 No PCP Referral Required

5 Oxford Metro

Fully Insured
DOI-0508 Underwritten by UnitedHealthcare Insurance Company

Members: Preauthorization is required for certain services, as described in your member documents. You may be penalized if you do not obtain a required preauthorization. Sign in at myuhc.com/exchange to find network care, pay your bills, see your claims, ask a question and more.

UHC Online Account: myuhc.com/exchange
Member Services + Care Support: 866-569-0328

Providers: 888-478-4760 or UHCprovider.com
Medical Claims: PO Box 5290, Kingston, NY, 12402-5290

Pharmacists: 844-569-4143
Pharmacy Claims: OptumRx PO Box 650540, Dallas, TX 75265-0540

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

Eligible members will receive a separate dental ID card.



Individual Exchange plans page

Visit UHCprovider.com/exchanges-qrg to access the following resources:

- The 2024 Individual Exchange plans self-paced interactive guide
- State-specific prescription drug lists (PDLs)
- Our policies, coverage determination guidelines and prior authorization/notification requirements
- Individual Exchange plan news



UnitedHealthcare Provider Portal

UHCprovider.com/portal

The UnitedHealthcare Provider Portal allows you to quickly get the answers you need so you can save valuable time and get better documentation and visibility.

To access the secure portal and the following tools, please **create and/or sign in using a One Healthcare ID**.

Eligibility and benefits

UHCprovider.com/eligibility

We encourage you to verify member eligibility each time a patient presents for service.

Claims

UHCprovider.com/claims

To submit multi-payer transactions online or through a clearinghouse, please use the electronic data interchange (EDI) in the claims tool and enter the following:

- EDI 837 Health Care Claim Transaction
- Payer ID 87726

To learn more, please visit UHCprovider.com/edi.

You can also use the claims tool to submit reconsideration requests and appeals.

Prior authorization and notification

UHCprovider.com/paan

Call **800-711-4555** to request prior authorization for outpatient self-administered medications.

Unless otherwise allowed by state law, you must submit prior authorization requests electronically. We won't accept prior authorizations that require a referral unless a completed referral is on file.

To access prior authorization requirements and forms, please visit UHCprovider.com/exchanges-qrg.

You can also use the claims tool to submit reconsideration requests and appeals.

Referrals

UHCprovider.com/referrals

Primary care physicians (PCPs) must submit referrals electronically, unless otherwise allowed by state law.

Referral requirements by state

- **Require referrals:** Arizona, Florida, Georgia, Illinois, Massachusetts, Michigan, Nevada, New York, Ohio, Texas, Wisconsin and Washington
- **Don't require referrals:** Alabama, Kansas, Louisiana, New Jersey, New Mexico, Mississippi, Missouri, North Carolina, Oklahoma, South Carolina and Tennessee
- **May require referrals:** Colorado, Maryland and Virginia
 - Gated plans require referrals
 - Non-gated plans don't require referrals

Find in-network specialists

- **Online:** Visit UHCprovider.com/findprovider
- **Phone:** Call **888-478-4760**

Questions?



Contact your provider advocate

- To find your provider advocate contact, please visit our [Contact Us](#) page and select your state



Provider Services

- Call **888-478-4760**, weekdays, 7 a.m.–7 p.m. CT



Chat with a live advocate

- Visit the UnitedHealthcare Provider Portal [Contact Us](#) page, 7 a.m.–7 p.m. CT

UnitedHealthcare Individual & Family plans medical plan coverage offered by: UnitedHealthcare of Arizona, Inc.; Rocky Mountain Health Maintenance Organization Incorporated in CO; UnitedHealthcare of Florida, Inc.; UnitedHealthcare of Georgia, Inc.; UnitedHealthcare of Illinois, Inc.; UnitedHealthcare Insurance Company in AL, KS, LA, MO, NJ, and TN; Optimum Choice, Inc. in MD and VA; UnitedHealthcare Community Plan, Inc. in MI; UnitedHealthcare of Mississippi, Inc.; UnitedHealthcare of New Mexico, Inc.; UnitedHealthcare of North Carolina, Inc.; UnitedHealthcare of Ohio, Inc.; UnitedHealthcare of Oklahoma, Inc.; UnitedHealthcare of South Carolina, Inc.; UnitedHealthcare of Texas, Inc.; UnitedHealthcare of Oregon, Inc. in WA; and UnitedHealthcare of Wisconsin, Inc. Administrative services provided by United HealthCare Services, Inc. or its affiliates.