# 2024 Individual Exchange plans

# Quick reference guide

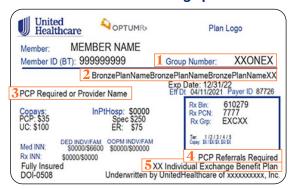
Please use this guide to quickly refer to the information you need to work with our UnitedHealthcare Individual Exchange plans, also referred to as UnitedHealthcare Individual & Family ACA Marketplace plans.



### **Example member ID cards**

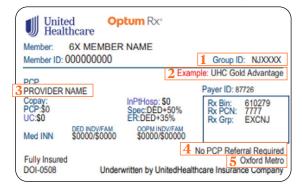
- 1 Group number "ONEX" plans offered on the Exchange, "OFEX" plans offered off the Exchange
- 2 Plan name includes the metal level of bronze, silver, gold or platinum
- 3 PCP Required indicator all Exchange plans require a PCP
- 4 Referrals Required indicator (if applicable)
- **5** Member network name

#### For most Individual Exchange plans





#### For Oxford Metro plans in New Jersey





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

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 Inc.; UnitedHealthcare of Illinois, Inc.; UnitedHealthcare of Mississippi, Inc.; 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 Oregon, Inc. in MA; and UnitedHealthcare of Wisconsin, Inc. Administrative services provided by United HealthCare Services, Inc. or its affiliates.

