

Administrative updates for UnitedHealthcare Medicare Advantage members in Colorado



For dates of service beginning Jan. 1, 2024, Optum® Care Network in Colorado, an affiliate of UnitedHealthcare, will manage certain administrative services for the following UnitedHealthcare Medicare Advantage benefit plans. This reference guide provides an overview of administrative processes, including how to:

- Check patient eligibility and benefits
- Get claims status and submit reconsideration and appeal requests

The following benefit plans will be administered by Optum Care Network in Colorado, effective Jan. 1, 2024:

Group delegated entity	Contract number	PBP	Segment ID	Group number
Optum Care Denver/North	H2577	001	001	90091
Optum Care South	H2577	001	001	91014
Optum Care Denver/North	H2577	001	001	90092
Optum Care South	H2577	001	001	91015
Optum Care South	H2577	001	002	90093
Optum Care Denver/North	H2577	001	002	91016
Optum Care South	H2577	001	002	90094
Optum Care Denver/North	H2577	001	002	91017
Optum Care Denver/North	H2577	002	000	90095
Optum Care Denver/North	H2577	002	000	90096
Optum Care South	H2577	002	000	91010
Optum Care South	H2577	002	000	91011
Optum Care Denver/North	H2577	003	001	90097
Optum Care South	H2577	003	001	91018
Optum Care Denver/North	H2577	003	001	90133
Optum Care South	H2577	003	001	91019
Optum Care South	H2577	003	002	90134
Optum Care South	H2577	003	002	90135
Optum Care Denver/North	H2577	003	002	91020

Group delegated entity	Contract number	PBP	Segment ID	Group number
Optum Care Denver/North	H2577	003	002	91021
Optum Care Denver/North	H2577	022	000	90039
Optum Care South	H2577	022	000	91012
Optum Care South	H2577	023	000	90057
Optum Care Denver/North	H2577	023	000	91013
Optum Care South	H2577	023	000	90871
Optum Care Denver/North	H2577	023	000	90872
New West Physicians (an OptumCare entity), Optum Care Network Denver, Optum Care Network North, Optum Colorado Springs, Optum Care Network South	H0609	007	000	HCFAJ5-1XX
New West Physicians (an OptumCare entity), Optum Care Network Denver, Optum Care Network North, Optum Colorado Springs, Optum Care Network South	H0609	012	000	HCFAJ6-1XY
New West Physicians (an OptumCare entity), Optum Care Network Denver, Optum Care Network North, Optum Colorado Springs, Optum Care Network South	H0609	018	000	HCFAJ8-1YA
New West Physicians (an OptumCare entity), Optum Care Network Denver, Optum Care Network North, Optum Colorado Springs, Optum Care Network South	H0609	034	001	HCFA80-1H5
New West Physicians (an OptumCare entity), Optum Care Network Denver, Optum Care Network North, Optum Colorado Springs, Optum Care Network South	H0609	034	002	HCFA81-1K3
New West Physicians (an OptumCare entity), Optum Care Network Denver, Optum Care Network North, Optum Colorado Springs, Optum Care Network South	H0609	036	001	HCFA55-1VM
New West Physicians (an OptumCare entity), Optum Care Network Denver, Optum Care Network North, Optum Colorado Springs, Optum Care Network South	H0609	036	002	HCFA56-1D3
New West Physicians (an OptumCare entity), Optum Care Network Denver, Optum Care Network North, Optum Colorado Springs, Optum Care Network South	H0609	041	000	HCFA92-1L5
New West Physicians (an OptumCare entity)	H0609	047	000	HCFA0G-1D4
New West Physicians (an OptumCare entity), Optum Care Network Denver, Optum Care Network North, Optum Colorado Springs, Optum Care Network South	H0609	048	000	HCFA0H-1E4
Optum Colorado Springs	H0609	049	000	HCFA2S-1ZW
Optum Care Denver/North	H2406	103	000	90841
Optum Care South	H2406	103	000	90842
Optum Care Denver/North	H2406	103	000	90977
Optum Care South	H2406	103	000	90978
Optum Care Denver/North	H2406	104	000	90843

Group delegated entity	Contract number	PBP	Segment ID	Group number
Optum Care South	H2406	104	000	90844
Optum Care Denver/North	H2406	104	000	90979
Optum Care South	H2406	104	000	90980
Optum Care Denver/North	H2406	105	000	90845
Optum Care South	H2406	105	000	90846
Optum Care Denver/North	H2406	105	000	90981
Optum Care South	H2406	105	000	90982
Optum Care Denver/North	H2406	106	000	90847
Optum Care South	H2406	106	000	90848
Optum Care Denver/North	H2406	106	000	90983
Optum Care South	H2406	106	000	90984
Optum Care Denver/North	H2406	107	000	90849
Optum Care South	H2406	107	000	90850
Optum Care Denver/North	H2406	108	000	90851
Optum Care South	H2406	108	000	90852
Optum Care Denver/North	H2406	110	000	90853
Optum Care South	H2406	110	000	90854
Optum Care Denver/North	H2406	111	000	90855
Optum Care South	H2406	111	000	90856

Verifying member eligibility

You can verify member eligibility:

Online: Sign in to the [UnitedHealthcare Provider Portal](#) and select Eligibility [Optum Pro portal](#) for members assigned to an Optum Care PCP

By phone: UnitedHealthcare: 877-842-3210
Optum Care: 888-685-8491

Prior authorization

Prior authorization may be required for certain services based on the member's plan. Inpatient and outpatient services generally don't require prior authorization when members are referred to health care professionals who participate with UnitedHealthcare Medicare Advantage PPO.

Services that require prior authorization will be listed at [UHCprovider.com/priorauth](#) > Advance Notification and Plan Requirement Resources. Submit your request at least 14 days before the planned date of service:

Online: [Optum Pro portal](#)

By phone: 888-685-8491

You don't need to submit another prior authorization request if a request was previously reviewed and approved by UnitedHealthcare for dates of service starting Jan. 1, 2024, and after. Optum® Care Network in Colorado will reimburse services approved by UnitedHealthcare.

Hospital admission notifications

Please notify Optum® Care Network in Colorado of hospital admissions no later than 1 business day after admission:

By phone: 888-685-8491

- Denver/North Phone: 303-716-8040
- South Phone: 719-463-5581; TTY 711

By fax: 844-205-3551

Online: [Optum Pro portal](#)

Email: colorado.medmgt@optum.com

Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID LIFE1 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](#).

2024 plan name changes

Starting Jan. 1, 2024, providers can refer to the [Plan Name Change Crosswalk](#) for the state-specific 2024 plan names. Before Jan. 1, 2024, the crosswalk will only display 2023 health plan names.

Plan overviews

Plan overviews are available in the [2024 Medicare Advantage Plan Overview](#) > State > Plan overview interactive guide.

Summary of benefits

State-specific plan benefits are available at [UHC.com/medicare](#) > Shop Medicare Plans > Enter ZIP code > Find plans > View 2024 plans > select Medicare Advantage plans or Medicare Special Needs plans tab > find plan and select View plan details > Plan Documents > select Summary of Benefits.

UnitedHealthcare Medicare National Network and UnitedHealth Passport®

Referrals are not required for members who travel outside their plan service area and access covered services using the National Network or their Passport benefit. For more information about National Network and Passport, visit [UHCprovider.com/plans](#) > Choose your state > Medicare > Choose plan > Tools & Resources.



Claims

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

Payer ID: LIFE1

Mailing address:

Optum Care Claims
P.O. Box 30539
Salt Lake City, UT 84130

Submit claim reconsiderations:

Online: [Optum Pro portal](#)

By phone: 888-685-8491

Check the status of your claim submission:

Online: [Optum Pro portal](#)

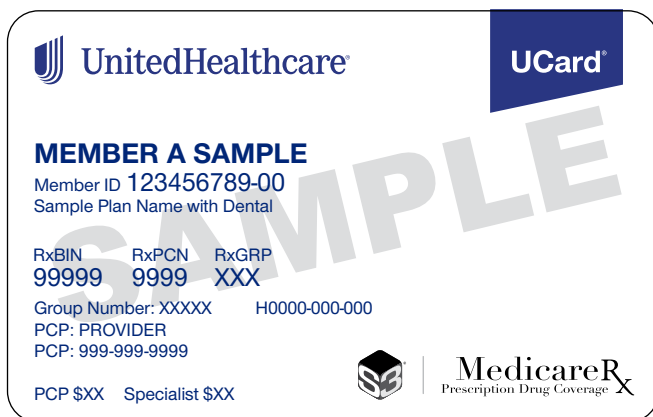
By phone: 888-685-8491

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

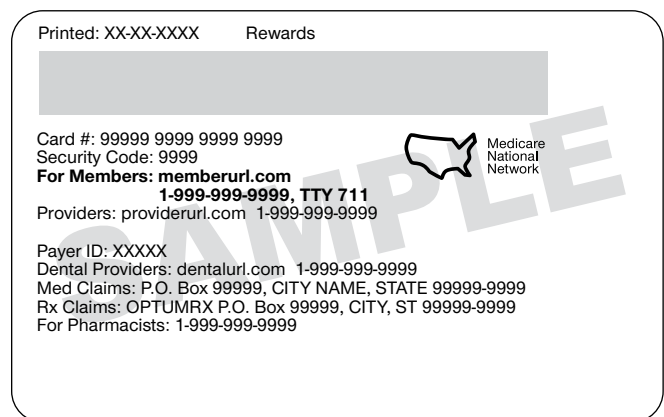
2024 UnitedHealthcare UCard

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

- Nearly all UnitedHealthcare Medicare Advantage plan members who receive an ID card receive the UnitedHealthcare UCard® (some plan exclusions may apply)
- 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 an S3 number, security code and scannable barcode 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



front



back

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



Questions?

Chat with a live advocate 7 a.m.–7 p.m. CT from the [UnitedHealthcare Provider Portal](#). You can also contact UnitedHealthcare Provider Services at **877-842-3210**, TTY/RTT **711**, 7 a.m.–5 p.m. CT, Monday–Friday.