

Administrative updates for UnitedHealthcare Medicare Advantage members in Utah



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

- Verify member eligibility
- Submit prior authorization requests
- Send hospital admission notifications
- Check claim submission status
- Submit claims and claim reconsideration requests

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

Group delegated entity	Contract number	PBP	Segment ID	Group number
Optum Care Network - Utah	H4604	003	000	42000
Optum Care Network - Utah	H4604	005	000	42004
Optum Care Network - Utah	H4604	011	000	42022
Optum Care Network - Utah	H4604	017	000	90055
Optum Care Network - Utah	H4604	018	000	42030
Optum Care Network - Utah	H0271	038	000	90064
Optum Care Network - Utah	H0271	038	000	91627
Optum Care Network - Utah	H0271	039	000	90065
Optum Care Network - Utah	H0271	039	000	91628
Optum Care Network - Utah	H7404	021	000	90034
Optum Care Network - Utah	H7404	024	000	92101
Optum Care Network - Utah	H7404	024	000	92102

Verifying member eligibility

You can verify member eligibility:

Online: Sign in to the [UnitedHealthcare Provider Portal](#) and select Eligibility

By phone: 877-842-3210

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: 877-370-2845

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 will reimburse services approved by UnitedHealthcare.

Hospital admission notifications

Please notify Optum Care of hospital admissions no later than 1 business day after admission by:

Online: [Optum Pro portal](#)

By phone: 877-370-2845

By fax: 888-992-2809

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

Providers can refer to the [Plan Name Change Crosswalk](#) for the state-specific 2024 plan names.

Plan overviews

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

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



MEMBER A SAMPLE
Member ID 123456789-00
UHC Dual Complete UT-S001 (PPO D-SNP)
With Dental

RxBIN	RxPCN	RxGRP
610097	9999	COS

Group Number: 90064 H0271-038-000
PCP: PROVIDER
PCP: 555-555-5555
Optum Care Network - Utah






Printed: 09-28-2023 Rewards



Card #: 12345 6789 0123 4567
Security Code: 1234
For Members: myUHC Medicare.com
1-866-480-1086, TTY 711

Providers: optumproportal.com 1-877-370-2845
Provider Authorization: 1-877-370-2845
Payer ID: LIFE1
Dental Providers: uhcdentalproviders.com 1-844-275-8750
Med Claims: P.O. Box 30539, Salt Lake City, UT 84130-0539
Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-889-6510
Medicare limiting charges apply.






MEMBER A SAMPLE
Member ID 123456789-00
AARP Medicare Advantage from UHC UT-0003 (HMO-POS)
With Dental

RxBIN	RxPCN	RxGRP
610097	9999	COS

Group Number: 42000 H4604-003-000
PCP: PROVIDER
PCP: 555-555-5555
Optum Care Network - Utah
PCP \$0 Spec \$25



Printed: 09-28-2023 Rewards



Card #: 12345 6789 0123 4567
Security Code: 1234
For Members: myAARP Medicare.com
1-844-876-6176, TTY 711



Medicare National Network


Providers: optumproportal.com 1-877-370-2845
Provider Authorization: 1-877-370-2845
Payer ID: LIFE1
Dental Providers: uhcdental.com 1-877-816-3596
Med Claims: P.O. Box 30539, Salt Lake City, UT 84130-0539
Rx Claims: OptumRx P.O. Box 650287, Dallas, TX 75265-0287
For Pharmacists: 1-877-889-6510



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2024 UnitedHealthcare UCard (cont.)

 **UCard**

MEMBER A SAMPLE
Member ID: 123456789-00
AARP Medicare Advantage from UHC UT-0009 (PPO)
With Dental

RxBIN RxPCN RxGRP
610097 9999 COS

Group Number: 92101 H7404-024-000
PCP: PROVIDER
PCP: 555-555-5555
Optum Care Network - Utah
PCP \$0 Spec \$50

 MedicareRx
Prescription Drug Coverage

front

Printed: 09-28-2023 Rewards



Card #: 12345 6789 0123 4567
Security Code: 1234
For Members: myAARPMedicare.com
1-844-876-6176, TTY 711

 Medicare National Network

Providers: optumproportal.com 1-877-370-2845
Provider Authorization: 1-877-370-2845
Payer ID: LIFE1
Dental Providers: uhcdental.com 1-877-816-3596
Med Claims: P.O. Box 30539, Salt Lake City, UT 84130-0539
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Medicare limiting charges apply.

X 3 2 7 0 2 9 6 0 0 4 0 4

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

Claims

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

Payer ID: LIFE1

Mailing address:

Optum Care Network - Utah
P.O. Box 30539
Salt Lake City, UT 84130

Submit claim reconsiderations:

Online: Optum Pro portal

By phone: 877-370-2845

By mail:

Optum Care Network - Utah
P.O. Box 30539
Salt Lake City, UT 84130

Check the status of your claim submission:

Online: Optum Pro portal

By phone: 877-370-2845



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



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.