

Rocky Mountain Health Plans

Transition to UnitedHealthcare and Optum

Overview

On Jan. 1, 2023, Rocky Mountain Health Plans is integrating member and claim systems with UnitedHealthcare and Optum®. Starting Jan. 1, 2023, we ask that Rocky Mountain Health Plans health care professionals begin using applicable UnitedHealthcare systems and tools for medical services. For behavioral health, physical health and chiropractic services, please begin using Optum systems.

Frequently asked questions

What do I need to do to get started? (View details in FAQ below)

- Submit claims to a new address or with the UnitedHealthcare payer ID
- Contact Provider Services
- Look for new member ID cards and numbers
- Access authorization requests through UHCprovider.com
- Familiarize yourself with the updated reimbursement policies at UHCprovider.com

What products are impacted?

The integration of Rocky Mountain Health Plans member and claim systems with UnitedHealthcare applies to all Rocky Mountain Health Plans members including:

- Medicare
- Dual Special Needs Plans (D-SNP)
- Medicaid
- Community Health Plans
- Individual and Family Plans

What's changing?

- Daily claims payment
- Optum and UnitedHealthcare pay for reimbursement
- Rocky Mountain Health Plan's credentialing merging with UnitedHealthcare and Optum Behavioral Health
- New portals with the following additional online functions:
 - Credentialing submission
 - Claim reconsideration
 - File of appeals
 - Claim correction

- New portals with the following additional online functions: (cont.)
 - Claim submission
 - ID card print/save as PDF
 - Flag claims for future attention
 - Opportunity to update practice information

Will my provider relations representative change?

Your provider relations representatives, contracts and other critical elements of your relationship with RMHP won't change. Rocky Mountain Health Plan's teams and leaders will be available to answer your questions, provide support and resolve issues.

What administration policies will apply?

UnitedHealthcare has worked with Rocky Mountain Health Plans to customize policies to meet contractual and state requirements. The policies applicable to Colorado are published on UHCprovider.com.

Are the Rocky Mountain Health Plans contracts terms and rates changing?

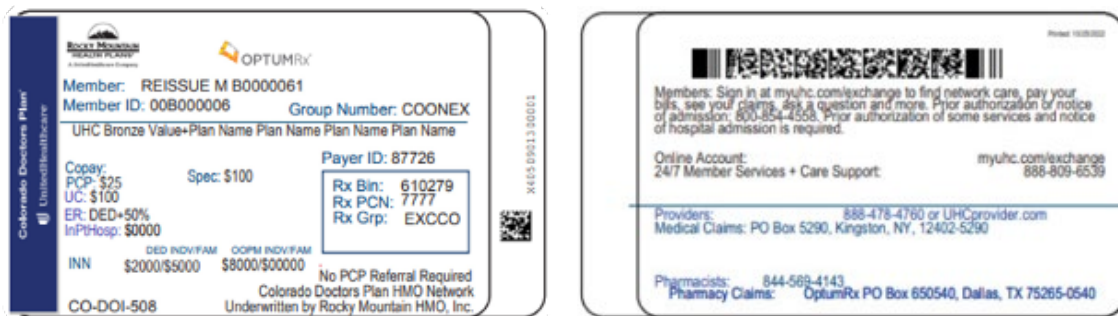
No. Rocky Mountain Health Plans contracts and their terms still apply.

Will Rocky Mountain Health Plans continue administering its plans?

No. UnitedHealthcare systems will now administer the plans.

How will I know if my patient has been transitioned to UnitedHealthcare?

When Rocky Mountain Health Plan members transition to UnitedHealthcare, they'll receive the following new ID card, which includes new BIN and PCN numbers effective Jan. 1, 2023. Behavioral health only Medicaid members won't receive a new card. **Please note that RAE members won't be getting a new card.**



This is only an example

Ask your patient for their most recent card. If they don't have it with them, you can check their status through the UnitedHealthcare Provider Portal on UHCprovider.com or ProviderExpress.com for Optum services if you're a contracted Optum health care professional.

Your patient can also request a new ID card by calling:

- UnitedHealthcare Individual Exchange plans at **888-809-6539**
- UnitedHealthcare Medicare Advantage at **800-980-5195**
- UnitedHealthcare D-SNP at **800-701-9054**
- UnitedHealthcare CHP at **877-668-5947**
- UnitedHealthcare Community Plans at **800-421-6204**



How do we verify patient benefit information?

You can call the following Provider Services numbers based on your patient's plan:

- UnitedHealthcare Individual Exchange plans at 888-847-4710
- UnitedHealthcare Medicare Advantage at 877-842-3210
- UnitedHealthcare D-SNP at 800-701-9054
- UnitedHealthcare CHP at 877-668-5947
- UnitedHealthcare Community Plans at 800-421-6204

Will Medicare be accepted under this change?

UnitedHealthcare and Rocky Mountain Health Plans will maintain their own unique products, including Medicare.

Will Medicaid Prime patients be using their Medicaid ID number or the UnitedHealthcare ID number?

The Colorado Medicaid ID will continue to be accepted. Eligibility for these patients will show in both the UnitedHealthcare Provider Portal and the state's portal until otherwise determined.

If I have an active authorization for a patient through Rocky Mountain Health Plans, should I complete a new authorization through UnitedHealthcare or Optum?

You don't need to request a new authorization if you currently have an active one obtained through Rocky Mountain Health Plans. However, when that authorization expires, you'll need to request a new authorization through the UnitedHealthcare Provider Portal at UHCprovider.com.

Who will process my claims?

UnitedHealthcare will be processing all claims for Rocky Mountain Health Plans members, for all product categories, beginning on Jan. 1, 2023. However, Rocky Mountain Health Plans will process claims with dates of service prior to Jan. 1, 2023, and you can still view those claims on the Rocky Mountain Health Plans portal.

What is the new payer ID?

As of Jan. 1, 2023, the new payer ID for all products is 87726. Supervisory billing will also still be allowed.

What is the Payer ID I need to use for my 835-remittance advice?

- ERA payer ID CSP Facets is 04567
- ERA payer ID COSMOS is 87726

You'll need to re-register with their clearinghouses.

How do I submit claims for Rocky Mountain Health Plans patients?

To pay claims online, visit the Claims and Payments page on UHCprovider.com and use the electronic data interchange (EDI) payer ID 87726 for all plan types.

The following information includes the appropriate mailing addresses to use to submit medical and behavioral health paper claims after Jan. 1, 2023:



- UnitedHealthcare Individual and Family Plans Claim
PO Box 5290
Kingston, NY 12402-5290
- UnitedHealthcare Medicare Advantage Claim
PO Box 31362
Salt Lake City, UT 84131-0362

- UnitedHealthcare D-SNP, UnitedHealthcare Community Health Plans, UnitedHealthcare Regional Accountable Entities (RAE), UnitedHealthcare PRIME
PO Box 5260
Kingston, NY 12402-5260

How will I receive my claims payment?

If you receive claims payment checks with your explanation of benefits (EOB), you will still continue to receive those.

If you have Optum VPay, starting on Jan. 1, 2023, you'll receive payment through Optum Pay™ rather than through Optum VPay. Enrollment through Optum Pay will take 5-8 business days.

To learn more about Optum Pay visit ProviderExpress.com.

Physical Therapy (PT), Occupational Therapy (OT) and Speech Therapy (ST) demographic changes and request to join network

Until further notice, participating Rocky Mountain Health Plans outpatient stand-alone therapy (PT/OT/ST) providers should continue to submit any and all demographic update changes, adds and terminations to Rocky Mountain Health Plans as you do today.

I'm contracted with Rocky Mountain Health Plans and UnitedHealthcare and/or Optum. What do I need to do?

As of Jan. 1, 2023, your existing Rocky Mountain Health Plans contract will still be active for the contracted Rocky Mountain Health Plan products. Your UnitedHealthcare and/or Optum contract will still apply to your existing UnitedHealthcare and Optum relationship. If you're currently contracted with UnitedHealthcare but not Rocky Mountain Health Plans, or you're contracted with Rocky Mountain Health Plans, but not with UnitedHealthcare, no action is needed from you at this time.

I'm currently contracted with Rocky Mountain Health Plans but not Optum. What do I need to do?

You don't need to do anything unless you are interested in joining the Optum behavioral health network for plans other than Rocky Mountain Health Plans. There is no requirement to join the Optum behavioral health network for other health plans.

I'm in network with Rocky Mountain Health Plans and Optum—how would the credentialing for new providers work?

Optum credentialing will work for both Optum and Rocky Mountain Health Plans.

Will prior authorizations be required on BH 90837 sessions?

These will not be required and there are no visit limits.

We currently enroll providers with UnitedHealthcare through Optum. Does this mean that now when we credential our providers in Optum, the provider will automatically be enrolled in both UnitedHealthcare and Rocky Mountain Health Plans?

Yes, the provider will be credentialed for both, but will need to be contracted separately.



How can we add new Medicaid approved providers to the UnitedHealthcare system?

Visit the [Join Our Network](#) page on [UHCprovider.com](#).

Do we have to use the UnitedHealthcare Provider Portal to verify coverage for Medicaid patients?

The Colorado State portal can still be used to verify eligibility.

What's the difference between the portals on UHCprovider.com and ProviderExpress.com?

[UHCprovider.com](#) is available for both physical and behavioral health and most functions. Provider Express is available to initiate credentialing for behavioral health providers or to update behavioral health practice information.

Who do I contact if I have questions?

The following Provider Services phone numbers are based on the specific plan:

UnitedHealthcare Individual and Family Plans

888-478-4760

UnitedHealthcare Medicare Advantage

877-842-3210

UnitedHealthcare D-SNP

800-701-9054

UnitedHealthcare Community Health Plans

877-842-3210

Community Plan (RAE/RAE Prime)

800-421-6204

Community Plan (CHP+)

877-668-5947



Resources

The [UnitedHealthcare Provider Portal](#) is the secure site within [UHCprovider.com](#), [Optum Provider Portal](#), [Provider Express](#) and [Rocky Mountain Health Plan Portal](#)