

New member ID cards

Quick reference guide

Overview

For the past several years, UnitedHealthcare has been implementing an internal systems enhancement designed to improve the efficiency of benefit lookups, payments and referral experiences. Beginning in April 2024, we want you to be aware of some changes to member ID cards for fully insured plans that are part of this process.



Action needed

To minimize the potential for claim delays or denials, always view and verify information on the member's ID card. If you have additional questions about these changes, please contact your Provider Advocate.



Key points: New member ID cards for fully insured plans

While these new member ID cards may look similar, there are a few key differences that are important to check during each member appointment. Review the details summary below:

Printed: XX/XX/XXXX

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

Web:	myuhc.com
Phone:	866-764-7737
Mental Health:	XXX-XXX-XXXX
Providers:	877-842-3210 or uhcprovider.com
Medical Claims:	PO Box 31394 Salt Lake City, UT 84131

Pharmacists: 888-290-5416
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.

Details on fully insured member ID card changes:

- **Member ID and group numbers:** The actual numbers will change on the new member ID cards. At member check-in, please ask for the member's ID card to verify this change and take action to update your records.
- **Rx Grp code:** This code is changing from "UHC" on the current member ID cards to "UNITEDRX" on the new cards. Please verify this change by viewing the member's new ID card and take action to update your records.
- **Medical claims address:** The mailing address for medical claims is changing. Please use the address on the member's new ID card.