2024 Individual Exchange plans in Texas

Quick reference guide

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

For most Individual Exchange plans in Texas

For Kelsey-Seybold Individual Exchange plans information, please see page 3.

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 Network

For most Individual Exchange plans in Texas

United Healthcare | OPTUMRx | Plan Logo

Member: MEMBER NAME
Member ID (BT): 999999999
1 Group Number: XXONEX
2 BronzePlanNameBronzePlanNameBronzePlanNameXX
Exp Date: 12/31/22
Eff Dt 04/11/2021 Payer ID 87726
3 PCP Required or Provider Name

Copays:
PCP: $35
UC: $100
InPtHosp: $0000
Spec $250
ER: $75

Rx Bin: 610279
Rx PCN: 7777
Rx Grp: EXCXX

Med INN:
Rx INN:
DED INDV/FAM $0000/$6600
$0000/$0000
OOPM INDV/FAM $0000/$00000

Tier: 1/2/3/4/5
Copay: $X/$X/$X/$X/$X

4 PCP Referrals Required
5 XX Individual Exchange Benefit Plan
Fully Insured
DOI-0508
Underwritten by UnitedHealthcare of xxxxxxxxxx, Inc

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

Online Account: myuhc.com/exchange
Member Services: 000-000-0000
24-hour physician access: 000-000-0000
Mental Health: 000-000-0000

Providers: 877-478-4760 UHCprovider.com
Medical Claims: PO Box 5290, Kingston, NY, 12402 - 5290

Pharmacists: 844-569-4143
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.

United Healthcare®

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.

Find in-network specialists
- **Online:** Visit **UHCprovider.com/findprovider**
- **Phone:** Call **888-478-4760**

For Kelsey-Seybold Individual Exchange plans in Houston

Applies to these counties only: Brazoria, Fort Bend, Galveston, Harris and Montgomery

In 2024, we're offering new fully capitated Kelsey-Seybold Individual Exchange plans in the Houston area. The narrow network will include Kelsey-Seybold clinics in the counties of Brazoria, Fort Bend, Galveston, Harris and Montgomery.

Members who select these plans will be assigned to a Kelsey-Seybold Clinic PCP to help them manage their care and receive custom member ID cards.

If you're not a participating provider in the Kelsey-Seybold network and a member presents with this ID card, please redirect them to Kelsey-Seybold clinic.

How to identify a member with a Kelsey-Seybold Individual Exchange plan

❶ Plan name and Kelsey-Seybold Clinic logo

❷ Payer ID – claims must be submitted to Payer ID KELSE

❸ PCP Required indicator – all members will be auto-assigned to Kelsey-Seybold Clinic

❹ Referrals Required indicator (if applicable)

❺ Kelsey-Seybold appointment scheduling number

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

Kelsey-Seybold Provider Portal

Providers participating in the Kelsey-Seybold network can use the UnitedHealthcare Provider Portal or the Kelsey-Seybold Provider portal to access eligibility and benefits, claims and prior authorization information.

Eligibility and benefits

We encourage you to verify member eligibility each time a patient presents for service. To check eligibility and benefits for UnitedHealthcare Kelsey-Seybold Individual Exchange plan members, please refer to the eligibility file you received, or the UnitedHealthcare Provider Portal.

Claims

To submit Kelsey-Seybold claim transactions online or through a clearinghouse, please use:
• EDI 837 Health Care Claim Transaction
• Payer ID KELSE

Please submit reconsideration requests to Kelsey-Seybold at: P.O. Box 841209, Pearland, TX 77584.

Prior authorization and notification

Standard UnitedHealthcare prior authorization and notification requirements apply. To locate the requirements, visit **Kelsey CareLink.**

Prior authorization and notification

• Call Kelsey-Seybold clinic at 713-442-5339
• Call the Optum® Rx prescriber prior authorization line at **800-711-4555** (to request prior authorization for outpatient self-administered medications)

Referrals

Referrals aren't needed for members to see a Kelsey-Seybold clinic specialist. However, a referral is required for members to see a non-Kelsey-Seybold clinic specialist. To request a referral, contact a participating specialist outside of the Kelsey-Seybold clinic.

Find in-network providers

Visit **UHCprovider.com/findprovider** or **kelsey-seybold.com/find-a-houston-doctor.**

Questions?

• Connect with us through chat 24/7 from the **UnitedHealthcare Provider Portal**
• Call Individual Exchange plans Provider Services at **888-478-4760,** weekdays, 7 a.m.–7 p.m. CT
• Contact your provider advocate

United Healthcare®