

Administrative updates for UnitedHealthcare Medicare Advantage members in Idaho



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 - Idaho	H4604	012	000	90219
Optum Care Network - Idaho	H4604	013	000	90220
Optum Care Network - Idaho	H4604	014	000	38014
Optum Care Network - Idaho	H4604	019	000	90221
Optum Care Network - Idaho	H4604	020	000	90222
Optum Care Network - Idaho	H4604	022	000	44016
Optum Care Network - Idaho	H0271	043	000	90305
Optum Care Network - Idaho	H1278	028	000	90739*
Optum Care Network - Idaho	H2406	044	000	90798
Optum Care Network - Idaho	H2406	045	000	90800
Optum Care Network - Idaho	H2406	065	000	90813
Optum Care Network - Idaho	H2406	095	000	90835
Optum Care Network - Idaho	H2406	095	000	90836
Optum Care Network - Idaho	H2406	112	000	90857
Optum Care Network - Idaho	H2406	112	000	92128

Group delegated entity	Contract number	PBP	Segment ID	Group number
Optum Care Network – Idaho	H2406	113	000	90859
Optum Care Network – Idaho	H2406	113	000	90860
Optum Care Network – Idaho	H3805	033	000	90898*
Optum Care Network – Idaho	H3805	034	000	90899*
Optum Care Network – Idaho	H3805	035	000	90900*

*Group number for Washington members who select an Idaho primary care physician (PCP).

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: 855-822-4340

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: 855-822-4340

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.

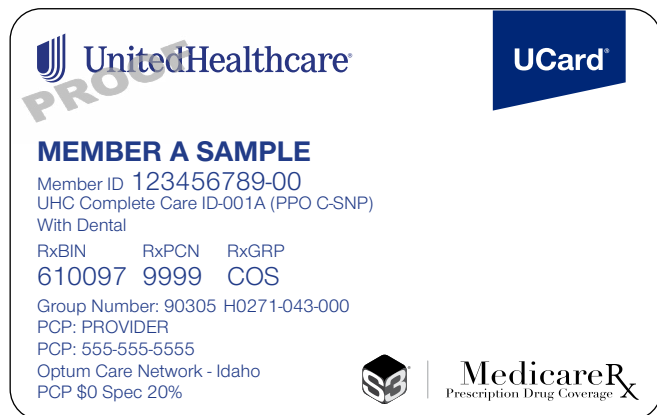
UnitedHealthcare Medicare National Network and UnitedHealth Passport®

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




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2024 UnitedHealthcare UCard (cont.)

 **UCard**

MEMBER A SAMPLE
 Member ID 123456789-00
 AARP Medicare Advantage from UHC ID-0001 (PPO)
 With Dental
 RxBIN RxPCN RxGRP
 610097 9999 COS
 Group Number: 90798 H2406-044-000
 PCP: PROVIDER
 PCP: 555-555-5555
 Optum Care Network - Idaho
 PCP \$0 Spec \$35

 MedicareRx
 Prescription Drug Coverage X

front

Printed: 09-28-2023 Rewards




Card #: 12345 6789 0123 4567
 Security Code: 1234
For Members: myAARPMedicare.com
1-844-876-6176, TTY 711
 Providers: optumproportal.com 1-855-822-4340
 Provider Authorization: 1-855-822-4340
 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
 Medicare limiting charges apply.


 Medicare National Network

X00001

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 **UCard**

MEMBER A SAMPLE
 Member ID 123456789-00
 AARP Medicare Advantage from UHC ID-0007 (HMO-POS)
 With Dental
 RxBIN RxPCN RxGRP
 610097 9999 COS
 Group Number: 38014 H4604-014-000
 PCP: PROVIDER
 PCP: 555-555-5555
 Optum Care Network - Idaho
 PCP \$0 Spec \$25

 MedicareRx
 Prescription Drug Coverage X

front

Printed: 09-28-2023 Rewards



Card #: 12345 6789 0123 4567
 Security Code: 1234
For Members: myAARPMedicare.com
1-844-876-6176, TTY 711
 Providers: optumproportal.com 1-855-822-4340
 Provider Authorization: 1-855-822-4340
 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

 Medicare National Network

X327029600340

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

Claims

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

Payer ID: LIFE1

Mailing address:

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

Submit claim reconsiderations:

Online: [Optum Pro portal](#)

By phone: 855-822-4340

By mail:

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

Check the status of your claim submission:

Online: [Optum Pro portal](#)

By phone: 855-822-4340



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.