

Administrative updates for UnitedHealthcare Medicare Advantage members in Washington



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 referrals
- 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	H1278	028	000	90738
Optum Care Network	H1278	029	000	90740
Optum Care Network	H1278	029	000	90742
Optum Care Network	H1278	030	000	90744
Optum Care Network	H1278	030	000	90746
Optum Care Network	H1278	031	000	90748
Optum Care Network	H1278	032	000	90750
Optum Care Network	H2406	042	000	90797*
Optum Care Network	H2406	044	000	90799**
Optum Care Network	H2406	070	000	90818*
Optum Care Network	H2406	070	000	90819*
Optum Care Network	H2406	073	000	90821*
Optum Care Network	H2406	112	000	90858**
Optum Care Network	H2406	112	000	92127**
Optum Care Network	H3805	001	000	92117*
Optum Care Network	H3805	015	000	91647

Group delegated entity	Contract number	PBP	Segment ID	Group number
Optum Care Network	H3805	015	000	92118
Optum Care Network	H3805	017	000	90890
Optum Care Network	H3805	017	000	91651
Optum Care Network	H3805	032	000	90894
Optum Care Network	H3805	033	000	90153
Optum Care Network	H3805	034	000	90155
Optum Care Network	H3805	035	000	90156
Optum Care Network	H3805	037	000	90902
Optum Care Network	H3805	037	000	91656
Optum Care Network	H3805	039	001	90907*
Optum Care Network	H3805	039	002	90910*
Optum Care Network	H4604	013	000	90911**
Optum Care Network	H4604	019	000	90912**
Optum Care Network	H4604	020	000	90913**

* Group number for Oregon members who select a Washington primary care physician (PCP).

** Group number for Idaho members who select a Washington 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

Referrals

For plans that require referrals, submit referral requests online at [optum.com](#).

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.com](#)

By phone: 877-836-6806

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:

Fax: 253-627-4708

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.



Claims

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

Payer ID: LIFE1

Mailing address:

Optum Care Network
P.O. Box 30788
Salt Lake City, UT 84130-0788

Submit claim reconsiderations:

Online: [optum.com](#)

By phone: 877-836-6806

By mail: Optum Provider

Dispute Resolution
P.O. Box 30788
Salt Lake City, UT 84130-0788

Check the status of your claim submission:

Online: [optum.com](#)

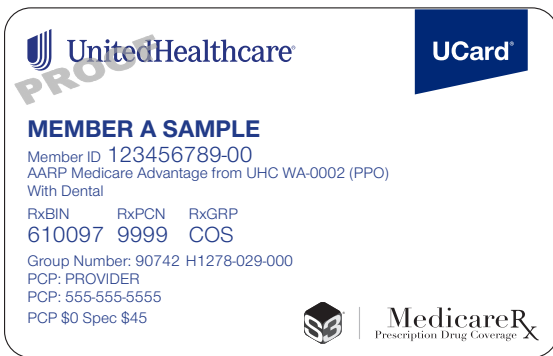
By phone: 877-836-6806

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

2024 UnitedHealthcare UCard

You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

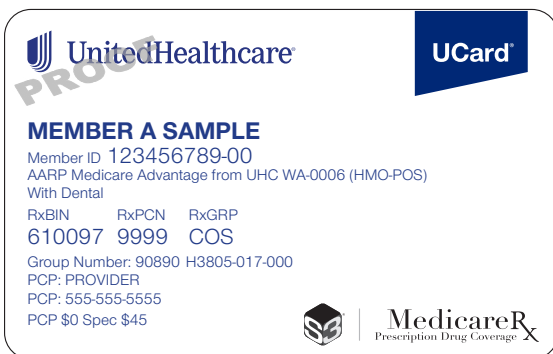
- Nearly all UnitedHealthcare Medicare Advantage plan members who receive an ID card receive the UnitedHealthcare UCard® (some plan exclusions may apply)
- UnitedHealthcare UCard makes it easier for members to access their benefits and programs so they can take advantage of their plan offerings
- UCard 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



front



back



front



back

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



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.