

# Administrative updates for UnitedHealthcare Medicare Advantage members in Washington



For dates of service beginning Jan. 1, 2026, Seattle Medical Group 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 and check referral status
- Submit hospital admission notifications
- Submit prior authorization requests
- Check claim status, submit claims and claim reconsiderations

The following benefit plans will be administered by Seattle Medical Group, effective Jan. 1, 2026:

Contract number	PBP	Segment ID	Group number
H3805	015	000	91649
H3805	015	000	92143
H3805	017	000	90893
H3805	017	000	91654
H3805	032	000	90411
H3805	032	000	90897
H3805	037	000	90904
H3805	037	000	91658
H3805	044	000	90425
H3805	806	000	Any employer groups associated with these H/PBPs

## Verifying member eligibility

You can verify member eligibility:

**Online:** Sign in to the [UnitedHealthcare Provider Portal](#) and select Eligibility

## Referrals

Starting Jan. 1, 2026, most members enrolled in UnitedHealthcare Medicare Advantage HMO and HMO-POS plans are required to obtain a referral from their PCP before accessing certain specialist services in outpatient, office or home settings. Referrals must be submitted by the PCP to **Seattle Medical Group** prior to the specialist visit.

- Contracted providers should submit referral online to **EZ-NET™**
- Non-Contracted PCPs should submit referral via fax to 562-766-2005

Claims denied due to missing referrals will be considered provider liability. Members must not be balance billed for services rendered without a valid referral.

For plans with requirements, referrals for the 2026 plan year can't be submitted before Jan. 1, 2026. Claims may still be denied even if a referral is on file if:

- The services are not covered under the member's benefit plan

Before providing services that require a referral, specialists and other health care professionals should confirm a referral has been issued.

You may securely view a member's referrals by signing into the **UnitedHealthcare Provider Portal**. Go to **UHCprovider.com** > Sign In > Referrals.

For referral questions, PCPs should contact Seattle Medical Group, (253) 292-0879 (Lakewood) and (425) 582-0571 (Lynnwood).

## 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 7 days before the planned date of service:

### Professional services

**Online:** **EZ-NET™**

**By phone:** 562-766-2000

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, 2026, and after. Seattle Medical Group will reimburse services approved by UnitedHealthcare.

## Hospital admission notifications

Please notify UnitedHealthcare of hospital admissions no later than 1 business day after admission:

### Hospital services

**Online:** **UnitedHealthcare Provider Portal**



## Member ID cards

Members in the affected plans will get new member ID cards that show the Payer ID 87726. You can download a copy of the member ID card when you verify eligibility and benefits in the [UnitedHealthcare Provider Portal](#).

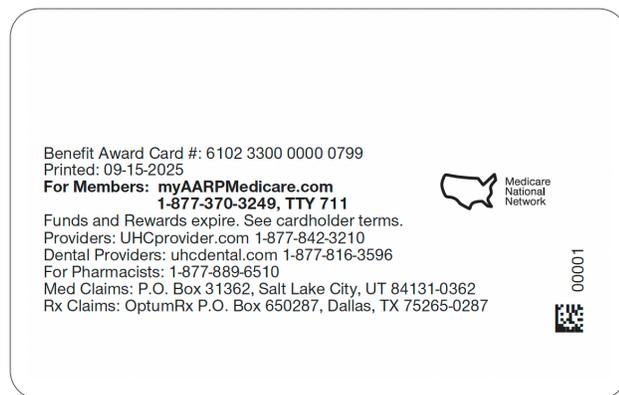
## UnitedHealthcare UCard

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

- 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 a Benefit Award Card Number, security numbers, expiration dates and a magnetic stripe 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
- Payer ID is listed on the front of the member ID card
- PCP name and phone number displays on some referral plan ID cards



front



back

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

## 2026 plan names

Providers can refer to the [Medicare Advantage Benefit Plan Names](#) for state-specific plan names.

## Plan overviews

Plan overviews are available in the [2026 Medicare Advantage, CSNP & DSNP Plan Overview Course](#) > State > Interactive guide.

## Summary of benefits

State-specific plan benefits are available at [UHC.com/medicare](https://UHC.com/medicare) > Shop Medicare plans > Enter ZIP code > Find plans > View 2026 plans Medicare Advantage plans > Find plan and select view plan details > Plan documents > Summary of benefits.

## UnitedHealthcare Medicare National Network and UnitedHealth Passport®

Some HMO and HMO-POS plans with referral requirements have access to the UnitedHealthcare Medicare National Network. For services requiring a referral, referrals are required to any participating network specialist nationwide, including specialists both inside and outside the member's home plan service area.

For HMO and HMO-POS plans with referral requirements and the Passport benefit, a PCP referral is not required for Passport services. For more information about National Network and Passport, visit [UHCprovider.com/plans](https://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:** 87726

**Mailing address:**

UnitedHealthcare

P.O. Box 31362

Salt Lake City, UT 84131-0362

Submit claim reconsiderations:

**Online: UnitedHealthcare  
Provider Portal**

Check the status of your claim submission:

**Online: UnitedHealthcare  
Provider Portal**



The delegate owns all reconsiderations when they process a claim for a delegated member.



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



### Questions?

For chat options and contact information, visit [UHCprovider.com/contactus](https://UHCprovider.com/contactus).