



## 2023 QUICK REFERENCE GUIDE

### Welcome to Optum Care Network of Kansas City

Optum Care Network of Kansas City is an organization that has a history of improving quality of care, clinical outcomes, and member satisfaction through collaboration with the care delivery system. Optum has local provider support services and offers tools, information, and expertise to assist your practice in the ever-changing health care environment.

#### Eligibility

Optum has a contract with AARP® Medicare Advantage insured through UnitedHealthcare® in Kansas and Missouri in the following counties: Allen | Anderson | Atchison | Bourbon | Cherokee| Clay | Crawford| Coffey | Douglas | Franklin | Jackson | Jefferson | Johnson | Labette | Leavenworth| Linn| Miami| Montgomery | Neosho | Osage | Pottawatomie | Wilson | Woodson | Wyandotte| Bates| Benton| Buchanan | Caldwell | Cass | Clinton| De Kalb| Henry | Jackson| Johnson | Lafayette | Pettis | Platte | Ray | Saline |

If a member has coverage through an AARP Medicare Advantage health plan, they are automatically a member in the network and can take advantage of the Optum Care Network of Kansas City. Practices can check eligibility through the provider portal at: <https://providers.optumcaremw.com> or through the health plan.

#### Participating plans

Plan Identifier	Plan Name
H2802-032	AARP® Medicare Advantage Plan 2 (HMO-POS)
H2228-071	AARP® Medicare Advantage Choice Plan 1 (LPPO)
H2802-033	AARP® Medicare Advantage Plan 1 (HMO-POS)
H8768-023	AARP® Medicare Advantage Choice Plan 2 (PPO)
H8768-025	AARP® Medicare Advantage Patriot (PPO)
R3444-012	UnitedHealthcare® MedicareComplete Choice Plan 2 (RPPO)
R3444-023	UnitedHealthcare® MedicareComplete Choice Plan 3 (RPPO)

#### OptumCare website for medical professionals

Go to <https://providers.optumcaremw.com> to log into the Optum Care Provider Portal - a tool giving you access to eligibility, referral creation and submission and the ability to view prior authorizations and claims information in real time. You'll also find our referral lookup tool, important forms, and many other resources online at [professionals.optumcare.com/resources-clinicians](https://professionals.optumcare.com/resources-clinicians).

#### Prior authorizations / admission notification and referrals

Prior authorization and admission notification is required for certain services based on the patient's benefit plan. For a complete list of services that require prior authorization and/or review, please visit the OptumCare provider portal: <https://providers.optumcaremw.com>.

#### Referrals

The primary care physician is responsible for coordinating all referrals. No written referral is required. Refer to the front bottom right of the member's plan ID card for referral requirements.

#### Requesting prior authorization

For urgent and routine prior authorization / referrals and admission notification, please use the listed resources below to request prior authorization:

#### Online (Preferred):

<https://providers.optumcaremw.com>

#### Phone (Only if online is not an option):

1-855-822-4325, TTY 711

#### Rx prior authorization:

Online: [professionals.optumrx.com/prior-authorization](https://professionals.optumrx.com/prior-authorization)  
Phone: 1-800-711-4555, TTY 711

#### Submitting a claim

For electronic submissions, use payer ID: LIFE1

#### For paper submissions, use:

Optum Care Claims  
PO Box 30539, Salt Lake City, UT 84130-0539

#### Electronic Funds Transfer (EFT)

Optum offers free electronic remittance advice and electronic funds transfer (ERA/EFT) in accordance with CAQH Healthcare Operating Rules. Receive a direct deposit into your designated bank account, and an Explanation of Payment via a secure Provider Portal and view, download or set up a direct transmission of the 835 file into your system for better payment reconciliation free of charge. Sign up as many users

as needed, so they can track the status of claims and payments at any time. This can drastically reduce expense, shorten the reimbursement cycle, and streamline workflow. We partner with InstaMed to facilitate this service; register at <https://register.instamed.com/eraeft>.

### Contact information

Below are numbers and websites you can use to contact Optum Care Network or find information on related services.

#### Optum Care Network of Kansas City Address:

6860 W 115th Street Overland Park, KS 66211

Note: Do not submit claims to this address. Please use the address under “submitting a claim.”

#### Optum Care Service Center:

Our Service Advocates are available to answer questions on topics such as provider search, claims, eligibility, and more.

**Phone:** 1-855-822-4325, TTY 711

**Hours of operation:** Monday–Friday, 8 a.m.- 8 p.m.

Or you can contact the OptumCare Service Center through secure e-mail on the Optum Care Provider Portal. Login at <https://providers.optumcaremw.com>

**For all behavioral health or substance abuse needs, please contact:** Phone: 1-800-985-2596, TTY 711

#### Optum Health Physical Health (PT/OT/ST/Chiro):

**Online:** [myoptumhealthphysicalhealth.com](http://myoptumhealthphysicalhealth.com)

**Phone:** 1-877-370-3207, TTY 711

#### UnitedHealthcare member benefits:

Please direct members to UHC to answer all benefit related questions.

**Phone:** 1-800-643-4845 TTY 711

**UnitedHealthcare vision:** Online: [myuhcvision.com](http://myuhcvision.com)

**Phone:** 1-866-644-3414, TTY 711

### Credentialing and provider updates

#### Provider request for credentialing

Providers requesting participation with OptumCare should submit request for participation by emailing [Kansascitynetworkteam@optum.com](mailto:Kansascitynetworkteam@optum.com)

For contract and credentialing related questions, please send an email to [Kansascitynetworkteam@optum.com](mailto:Kansascitynetworkteam@optum.com)

### Physician and provider updates

To make NPI, TIN or provider demographic updates, providers will need to fill out and submit the appropriate forms located online at [optumcare.com](http://optumcare.com) and submit to [Kansascitynetworkteam@optum.com](mailto:Kansascitynetworkteam@optum.com)

### UnitedHealthcare plan ID card

The cards represent the plans OptumCare manages under UHC Medicare Advantage. You can confirm the plan is managed by OptumCare by verifying the Optum Logo is on the back of the ID card or by identifying the UHC Medicare assigned H number on the bottom left-hand corner of the card and compare to the table on page 1 of this document.

1. Participating health plan logo
2. Payer ID
3. Network name
4. Plan name
5. Provider services toll-free number
6. Medical claims address



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