



## Welcome to Optum Care Network–Arizona

Optum Care Network–Arizona is an independent physician’s association with a local management team. This guide provides a quick look at the most important information you’ll need when working with Optum patients. You may also view the full Arizona provider administrative guide on our website at: [professionals.optumcare.com/resources-clinicians.html](https://professionals.optumcare.com/resources-clinicians.html)

## Referrals

A referral is not required by Optum Care Network from the patient’s PCP to see a specialist. While referrals are not required, it is encouraged that the PCP will still provide information for the referring specialist. This will ensure the specialist knows why the patient is coming to see them.

## Prior authorization

Prior authorization is required for certain services based on the patient’s benefit plan. Specialists who are not contracted require prior authorization. For more details, please visit the Optum website: [professionals.optumcare.com/resources-clinicians/library/prior-authorization.html](https://professionals.optumcare.com/resources-clinicians/library/prior-authorization.html)

**Urgent and routine prior authorization**  
**Phone:** 1-877-370-2845

**Prescription prior authorization**  
For UnitedHealthcare patients:  
**Phone:** 1-800-711-4555  
**Online:** [professionals.optumrx.com/](https://professionals.optumrx.com/)

**Transplant prior authorization**  
**Phone:** 1-888-936-7246

## Submitting a claim

Providers should contact their clearinghouse for electronic billing, using payer ID: LIFE1

For paper submissions, use:  
Attention: Optum Claims  
P.O. Box 30539  
Salt Lake City, UT 84130

## Electronic funds transfer (EFT)

Optum will work exclusively with InstaMed as our free payer payments solution for providers.

Please register for free ERA/EFT:  
**Online:** [register.instamed.com/eraeft](https://register.instamed.com/eraeft)  
**Phone:** 1-866-945-7990

## Optum website

Use our website to sign in to the Optum provider portal, a tool giving you access to eligibility, prior authorization and claims information in real time. You’ll also find our referral lookup tool, important forms and many other resources online. Register for your account access at: [professionals.optumcare.com/portal-login.html](https://professionals.optumcare.com/portal-login.html)

## Optum Center for Service Coordination

The Optum Center for Service Coordination (CSC) manages the Optum Care Network–Arizona patient population during care transitions when they are most vulnerable. We open doors to providing clinical expertise to our patients through our community programs, valuable resources and our clinical team. For more information, please contact the CSC by phone at 1-623-293-9775 or via email at: [servicecoordination@optum.com](mailto:servicecoordination@optum.com)

# Provider quick reference guide: Maricopa/Pinal

## Optum Service Centers

Advocates are available Monday through Saturday, 8 a.m. to 8 p.m.  
**Phone:** 1-877-370-2845

## Optum Community Centers

Phone: 1-623-707-2893  
Online: [optumcare.com/azcommunitycenters](https://optumcare.com/azcommunitycenters)

## Deer Valley

20414 N. 27th Ave., Suite 100,  
Phoenix, AZ 85027

## Goodyear

1981 N. Pebble Creek Pkwy., Suite 8,  
Goodyear, AZ 85395

## Chandler

985 W. Chandler Heights Rd., Suite 12,  
Chandler, AZ 85248

## Central Phoenix

1125 E. Glendale Ave.,  
Phoenix, AZ 85020

## East Mesa

6005 E. Southern Ave., Mesa, AZ 85206

## Preferred providers

### Laboratory services

LabCorp  
**Phone:** 1-800-788-9743  
**Online:** [labcorp.com](https://labcorp.com)

### Behavioral health

Optum Behavioral Health  
**Phone:** 1-877-614-0484  
**Online:** [providerexpress.com](https://providerexpress.com)

### Infusion services

Coram  
**Phone:** 1-800-871-6605  
**Fax:** 1-480-505-0455

## Nutritional supplies

Aveanna Medical Solutions (Formerly known as Epic)  
**Phone:** 1-480-883-1188  
**Fax:** 1-844-754-1345

## Durable medical equipment

Preferred Homecare  
**Phone:** 1-480-446-9010  
**Fax:** 1-480-446-7695

## Outpatient, physical, occupational, speech language therapy and covered chiropractic services

Optum Physical Health  
**Phone:** 1-800-873-4575  
**Online:** [myoptumhealthphysicalhealth.com](https://myoptumhealthphysicalhealth.com)

## Home health care

Assisted Home Health  
(includes nursing, PT/OT/ST, social work, aide)  
**Phone:** 1-480-860-2345  
**Fax:** 1-805-413-7998

## Radiology and imaging

Arizona Diagnostic Radiology Group

**Phone:** 1-480-455-1850

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

Banner Imaging Services

**Phone:** See website

**Online:** [imaging.bannerhealth.com](http://imaging.bannerhealth.com)

Desert Valley Imaging

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

SimonMed

**Phone:** 1-623-972-9669

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

Southwest Medical Imaging (SMIL)

**Phone:** 1-602-955-4734

**Fax:** 1-602-956-9729

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

Sun Radiology

**Phone:** 1-623-815-8200

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

## Specialists and facilities

For information on additional Optum specialists and facilities, please contact our service center or use the provider lookup on the Optum Website: [lookup.optumcare.com/arizona/find-doctors/](http://lookup.optumcare.com/arizona/find-doctors/)

## Eligibility

Optum currently has exclusive contracts with the participating plans listed below for patients in Maricopa County.

Patients can take advantage of what Optum Care Network-Arizona has to offer if they select a PCP from the Optum Network and have coverage through one of the listed participating Medicare Advantage plans.

## Optum Clinical Diabetes Management Program (O-CDMP)

- Dedicated NP and MA care team
- This program offers face-to-face or telephonic visits with a nurse practitioner and medical assistant, 24-hours a day, 7-days a week
- Primary care physicians will be kept informed of the patient's progress while on this program
- Medication management and treatments which can improve patient's diabetic care
- This program is provided at no extra cost to Optum members

Referral form: [professionals.optumcare.com/resources-clinicians/library/diabetes-management-referral.html](http://professionals.optumcare.com/resources-clinicians/library/diabetes-management-referral.html)

or contact our care team directly at: 1-623-293-9998

\* Only available in Maricopa County. Not available in Pinal County.

## Participating plans

**AARP** | Medicare Advantage  
from **UnitedHealthcare**

AARP® Medicare Advantage® insured through UnitedHealthcare®



UnitedHealthcare® Group Medicare Advantage

### Maricopa

H0609-026 AARP® Medicare Advantage® Plan 1 HMO  
H0609-027 AARP® Medicare Advantage® Plan 2 PSP  
H0609-042 UnitedHealthcare® Chronic Complete

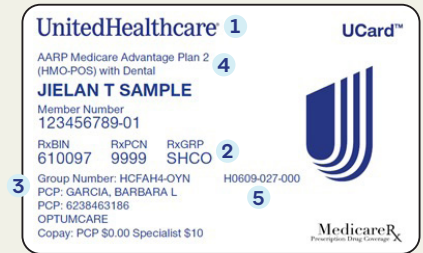
H0609-044 AARP Medicare Advantage Plan 3  
H0609-046 AARP Medicare Advantage Plan 4  
H0609-807 AARP® Medicare Advantage® Group Retiree GR  
H0609-808 AAARP® Medicare Advantage® Group Retiree GR  
H0609-809 AARP® Medicare Advantage® Group Retiree GR  
H2228-095 AARP® Medicare Advantage® Patriot PPO (Rebate)  
H2228-074 AARP® Medicare Advantage® Walgreens Plan 1 PPO  
H2228-077 AARP® Medicare Advantage® Walgreens Plan 2 PPO (Rebate)  
H2228-097 AARP® Medicare Advantage® Walgreens Plan 3 PPO

### Pinal

H0609-026 AARP® Medicare Advantage® Plan 1  
H0609-027 AARP® Medicare Advantage® Plan 2  
H0609-042 UnitedHealthcare® Chronic Complete  
H0609-044 AARP Medicare Advantage Plan 3  
H0609-046 AARP Medicare Advantage Plan 4  
H0609-807 AARP Medicare Advantage Group Retiree  
H0609-808 AARP Medicare Advantage Group Retiree  
H0609-809 AARP Medicare Advantage Group Retiree  
H2228-074 AARP Medicare Advantage Walgreens Plan 1 PPO  
H2228-077 AARP Medicare Advantage Walgreens Plan 2 PPO  
H2228-097 AARP Medicare Advantage Walgreens Plan 3 PPO

## Example ID card

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



## Provider use only

Programs, systems, platforms, and tools are subject to change at any time. We will provide as much notice in advance of any changes.



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# Provider quick reference guide: Tucson Metro Area

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## Prescription prior authorization

For UnitedHealthcare patients:

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**Online:** [professionals.optumcare.com/](https://professionals.optumcare.com/)

## Transplant prior authorization

**Phone:** 1-888-936-7246

## Submitting a claim

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**Phone:** 1-866-945-7990

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## Optum Community Centers

For more information on classes and events at Optum Community Centers, visit our patient website.

**Phone:** 1-877-901-4436

**Online:** [optumcare.com/azcommunitycenters](https://optumcare.com/azcommunitycenters)

## Tucson Community Center

4780 E. Grant Rd., Tucson, AZ 85712

## Optum Service Center

Advocates are available to answer questions. Monday–Saturday, 8 a.m.–8 p.m.

**Phone:** 1-877-370-2845

## Optum Behavioral Health

**Phone:** 1-877-614-0484

**Online:** [providerexpress.com](https://providerexpress.com)

## Durable medical equipment

Preferred Homecare

**Phone:** 1-520-888-4002

**Fax:** 1-520-888-7340

## Infusion services–Coram

**Phone:** 1-800-871-6605

**Fax:** 1-480-505-0455

**Online:** [coramhc.com](https://coramhc.com)

## Laboratory services–LabCorp

**Phone:** 1-800-788-9743

**Online:** [labcorp.com](https://labcorp.com)

Sonora Quest Laboratories

**Phone:** 1-855-367-2778

**Online:** [sonoraquest.com](https://sonoraquest.com)

## Physical, occupational, speech language therapy, and covered chiropractic services

Optum Physical Health

**Phone:** 1-800-873-4575

**Online:**

[myoptumhealthphysicalhealth.com](https://myoptumhealthphysicalhealth.com)

## Radiology and imaging services

Radiology Ltd

**Phone:** 1-520-901-6777

**Online:** [radltd.com](https://radltd.com)

SimonMed Imaging

**Phone:** 1-866-614-8555

**Online:** [simonmed.com](https://simonmed.com)

## Specialists and facilities

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## Participating plans

**AARP Medicare Advantage**  
from **UnitedHealthcare**

AARP® MedicareComplete® insured through UnitedHealthcare®



UnitedHealthcare® Group Medicare Advantage

H0609-025 AARP® Medicare Advantage® HMO

H0609-043 UnitedHealthcare®

Chronic Complete

H0609-045 AARP Medicare Advantage Plan 2

H0609-807 AARP® Medicare Advantage® Group Retiree GR

H0609-808 AARP® Medicare Advantage® Group Retiree GR

H0609-809 AARP® Medicare Advantage® Group Retiree GR

H2228-075 AARP® Medicare Advantage® Walgreens Plan 1 PPO

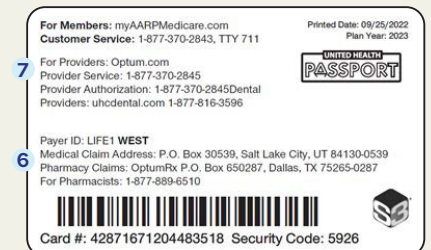
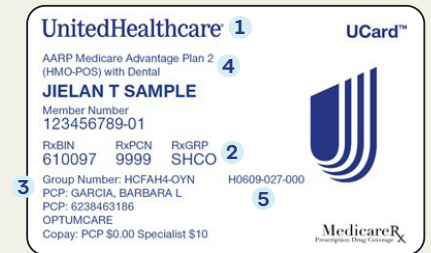
H2228-095 AARP® Medicare Advantage® Patriot PPO (Rebate)

H2228-096 AARP® Medicare Advantage® Walgreens Plan 2 PPO

H5253-035 AARP® Medicare Advantage® Plus HMO POS HMO POS

## Example ID card

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



## Eligibility

Optum currently has exclusive contracts with the participating plans listed here for patients in Pima County. Patients can take advantage of what Optum Care Network-Arizona has to offer if they select a primary care physician from the Optum Network, and they have coverage through one of the listed participating Medicare Advantage plans.

## Medical management and center for service coordination

Optum Medical Management programs provide high-touch care coordination within hospitals, skilled nursing facilities (SNFs) and members' homes. These programs work in collaboration with the member, the family/support system, providers and key stakeholders to coordinate discharge, health care services, community resources and referrals to the appropriate next level of care. These services are reviewed and processed by the center for service coordination (CSC) team.

## Medical management request process

To refer members to Optum Medical Management programs, submit a completed Optum request form secure via email to the CSC at [servicecoordination@optum.com](mailto:servicecoordination@optum.com) or fax to **1-888-405-2734**. This form can be found as a writable, savable PDF on the Optum website under provider resources: [professionals.optumcare.com/resources-clinicians/library/patient-programs-request.html](https://www.optum.com/resources-clinicians/library/patient-programs-request.html)

For more information, or if you have questions regarding any of these programs, please contact the CSC by phone at **1-623-293-9775**.

## Medical management services

### Case management (general and complex):

- Dedicated RN case manager
- In-person and telephonic support
- Health goal development
- Coordinate access to community resources and services
- Disease management education and medication review
- Post-discharge follow-up

### Diabetes management:

- Dedicated diabetes RN case manager
- In-person and telephonic support
- Coordinate access to community resources and services
- Reduce or eliminate health risk factors
- Disease education (diet, medication management, complications, exercise and self-management techniques)
- Facilitate diabetic wound care

### Social work case management:

- Dedicated licensed master social workers (LMSWs)
- In-person and telephonic support
- Coordination of community resources to address social determinants of health
- Provide education with advance directives and living will documents
- Support members through the emotional adjustments to life changes
- Support with financial resources, housing, transportation, placement and meal assistance

## Palliative care:

- Chronic symptom management
- In-home interdisciplinary care team (provider, RN, social worker and volunteers)
- Disease education
- Collaboration with health care providers
- End-of-life planning discussions
- 24/7 nurse support

## Transition to home visits:

- Short-term provider to follow-up post-discharge
- Collaboration with health care providers
- Support safe discharge until patient can return to PCP
- Coordination of transitional services and supports

## COPD intensive management:

- Dedicated clinical pharmacist
- COPD treatment assessment
- Telephonic and/or virtual support
- Medication administration coaching
- Coordination with PCP and Pulmonologist
- Self-monitoring and interventions follow-up

## End-stage renal disease management:

- Dedicated RN case manager
- Diagnoses of end-stage renal disease on chronic dialysis, or chronic kidney disease (stage 5) transitioning to dialysis
- In-person and telephonic support
- Dialysis coordination: focus on reduction of infections, anemia, fluid and electrolyte imbalances Management of co-morbid conditions and education related to individual disease progression
- Timely referral for transplant consideration

## Healthy Mindsets!

Members may not always get the full care they need. This could be due to many factors like limited time or cost. To help, Optum partners with Healthy Mindsets!® to provide an extra level of care. This self-help program is confidential, easy-to-use and offered at no extra cost.

### It can help members learn:

- Ways to reduce stress
- Skills to improve mental health
- Tips for creating healthy habits

### Healthy Mindsets! focuses on the following areas of medical care:

- Emotional stress: conditions like depression and anger
- Conditions related to stress: sleep problems, pain and more
- Building resilience: how to recover from a health-related setback
- Wellness and prevention: creating healthy habits like eating well and limiting stress

Members determine how much they want to participate. The program was created for efficiency, offering them the help they need in as little time as possible.

To get started, visit [healthy-mindsets.com](https://healthy-mindsets.com). Use the wellness code OCAZPC to sign in and start using the tools and trainings today.

**Provider use only**

