

# 2021 Quick reference guide

# Welcome to Optum Care Network-Colorado

Optum Care Network-Colorado is an organization that partners with local provider groups to improve quality of care, clinical outcomes, and member satisfaction through collaboration with the care delivery system. Optum Care has clinical and administrative provider support services and offers innovative value-based arrangements that align incentives with improved outcomes.

The following information is designed to help providers navigate claims submission and payment, eligibility, prior authorizations and referrals submission.

# **Eligibility**

Optum Care has a contract with AARP® Medicare Advantage insured through UnitedHealthcare® in Colorado in the following counties:

Adams, Arapahoe, Boulder, Broomfield, Clear Creek, Denver, Douglas, Elbert, El Paso, Fremont, Jefferson, Larimer, Pueblo Teller, Weld

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 what Optum Care Network-Colorado has to offer.

# Participating plans



# Medicare Advantage plans to be managed by Optum Care:

- H0609-007 AARP® Medicare Advantage SecureHorizons plan 1
- · H0609-012 AARP® Medicare Advantage SecureHorizons plan 2
- H0609-018 AARP® Medicare Advantage Patriot
- H0609-034-001 AARP® Medicare Advantage SecureHorizons plan 1
- · Ho609-034-002 AARP® Medicare Advantage SecureHorizons plan 1

- · H0609-036-001 AARP® Medicare Advantage SecureHorizons plan 2
- · H0609-036-002 AARP® Medicare Advantage SecureHorizons plan 2
- · H0609-041-000 AARP® Medicare Advantage Patriot
- · H0609-804/806 UnitedHealthcare Group Medicare Advantage (HMO)

#### **Optum Care website for medical professionals**

Go to optum.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 look-up tool, important forms, and many other resources online at:

optum.com/resources-clinicians.

# Prior authorizations/admission notification and referrals

Prior authorization and admission notification are required for certain services based on the patient's benefit plan. For more details or to make a referral, please visit the Optum Care Provider Portal: optum.com.

#### Submitting a claim

For electronic submissions, use payer ID: LIFE1 For paper submissions, use: Optum Care Claims P.O. Box 30539 Salt Lake City, UT 84130

#### 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): <u>optum.com</u>
Phone (Only if online is not an option):
Denver/North: **1-303-716-8040**, TTY **711** 

Colorado Springs/South: 1-719-463-5581, TTY 711

#### Rx prior authorization:

For UnitedHealthcare patients:

Online: professionals.optumrx.com/prior-authorization

Phone: 1-800-711-4555, TTY 711

Fax: 1-800-527-0531

# **Electronic funds transfer (EFT)**

Optum offers EFT of claims payment through ePayment. This can drastically reduce expense, shorten the reimbursement cycle, and streamline workflow. We work with InstaMed to provide payer remittance data electronically. You can enroll with InstaMed by contacting them at 1-866-945-7990 or online by visiting instamed.com/eraeft. This can be done during enrollment for EFT by choosing to opt-in for electronic remittance advice statements.

#### **Contact information**

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

#### **Optum Care Service Center:**

Our service advocates are available to answer questions on topics such as provider search, claims, eligibility, and more. Phone: **1-888-685-8491**, TTY **711** 

Hours of operation: Monday–Saturday, 8 a.m.–8 p.m. Or you can contact the Optum Care Service Center through secure mail on the Optum Care Provider Portal. Login at: <a href="mailto:providers.optum.com">providers.optum.com</a>.

#### **Contact information**

#### Optum Behavioral Health or substance abuse:

Online: <a href="mailto:providerexpress.com">providerexpress.com</a>
Phone: **1-800-579-5222**, TTY **711** 

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

Online: myoptumhealthphysicalhealth.com

Phone: 1-866-785-1654, 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

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

# **Credentialing and provider updates**

#### Provider request for credentialing

Providers participating in the Optum Care Network –Colorado need to be credentialed by Optum Care. Providers should work with their local network manager to submit the required information for the credentialing process.

Please ensure that your provider CAQH account is up-to-date to prevent delays in credentialing. CAQH Provider Support

Phone: **1-888-599-1771**, TTY **711** Website: proview.caqh.org/PR

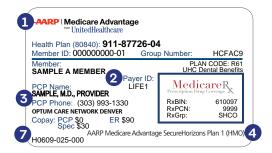
#### Physician and provider updates

To make NPI, TIN, or provider demographic updates, providers will need to fill out and submit the appropriate forms to their assigned local network manager.



# UnitedHealthcare plan ID card

The cards represent the plans Optum Care manages under UHC Medicare Advantage. You can confirm the plan is managed by Optum Care by identifying the UHC Medicare assigned H number on the bottom left-hand corner of the card.





- 1. Participating health plan logo
- 2. Payer ID
- 3. Network name
- 4. Plan name

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/29/2019 For Members
Website:
Customer Service: www.myAARPMedicare.com 1-800-950-9355 TTY 711 NurseLine: 1-877-365-7949 TTY 711 Behavioral Health: 1-800-579-5222 TTY 711 Provider UM: 1-877-370-2845 For Providers www.optum.com 1-Medical Claim Address: P.O. Box 30539, Salt Lake City, UT 84130 **UHC Dental Provide** www.UHCdental.com 1-877-816-3596 WEST Renew Active OPTUM For Pharmacists 1-877-889-6510 Pharmacy Claims OptumRx P.O. Box 12345, Dallas TX 75265-0287



- 5. Provider services toll-free number
- 6. Medical claims address
- UHC Medicare assigned H contract number

# Networks to be managed by Optum Care

- · Optum Care Network North
- · Optum Care Network Denver
- · Optum Care Network South

- · Optum Colorado Springs
- · New West Physicians

# **Optum**

#### optum.com

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