

# 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
- H0609-034-002 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](http://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](http://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](http://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): [optum.com](https://optum.com)

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](https://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](https://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: [providers.optum.com](https://providers.optum.com).

## Contact information

### Optum Behavioral Health or substance abuse:

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

Phone: **1-800-579-5222**, TTY **711**

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

Online: [myoptumhealthphysicalhealth.com](https://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](https://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](https://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 **AARP Medicare Advantage**  
UnitedHealthcare

Health Plan (80840): **911-87726-04**  
Member ID: 000000000-01 Group Number: HCFAC9

Member: **SAMPLE A MEMBER** PLAN CODE: R61  
UHC Dental Benefits

2 Payer ID: LIFE1

3 PCP Name: **SAMPLE, M.D., PROVIDER**  
PCP Phone: (303) 993-1330  
OPTUM CARE NETWORK DENVER  
Copay: PCP \$0 ER \$90  
Spec \$30

7 H0609-025-000

4

MedicareRx  
Prescription Drug Coverage

RxBIN: 610097  
RxPCN: 9999  
RxGrp: SHCO

Customer Service Hours: 8 am - 8 pm 7 days/week Printed: 10/29/2019

For Members  
Website: www.myAARPmedicare.com  
Customer Service: 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

6 For Providers www.optum.com 1-877-370-2845  
Medical Claim Address: P.O. Box 30539, Salt Lake City, UT 84130

5 UHC Dental Providers: 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

1 **AARP Medicare Advantage**  
UnitedHealthcare

Health Plan (80840): **911-87726-04**  
Member ID: 000000000-01 Group Number: HCFAC9

Member: **SAMPLE A MEMBER** PLAN CODE: YRU  
UHC Dental Benefits

2 Payer ID: LIFE1

3 PCP Name: **SAMPLE, M.D., PROVIDER**  
PCP Phone: (719) 582-1489  
OPTUM CARE NETWORK SOUTH  
Copay: PCP \$0 ER \$90  
Spec \$30

7 H0609-025-000

4

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

5. Provider services toll-free number
6. Medical claims address
7. 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



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