

# Optum Care Network–Indiana

## Welcome to Optum Care Network

Optum Care Network of Indiana (OCN-IN) is an independent physician association (IPA) that partners with local provider groups to improve quality of care, clinical outcomes, and member satisfaction through collaboration with the care delivery system. This Quick Reference Guide provides an overview of key information you will need when treating your OCN-IN patients.

## Submitting a claim

- For electronic submissions, use payer ID: LIFE1
- For paper submissions, use:  
Optum Care Claims  
P.O. Box 30781  
Salt Lake City, UT 84130-0781

## Electronic Fund Transfer (EFT)

Optum Pay is our free payer payments method for providers. To get your Optum payments electronically, please sign up for free EFT through Optum Pay.

## Enrollment

Phone: 1-877-620-6194 (Mon.–Fri., 7 a.m.–6 p.m. CT)  
1-888-477-0256 (Mon.–Fri., 7 a.m.–7 p.m. CT)  
Online: [optum.com/enroll](https://optum.com/enroll)

## Payment support

Phone: 1-888-477-0256 (Mon.–Fri., 7 a.m.–7 p.m. CT)  
Optum Pay provider portal: [optum.com/optumpay](https://optum.com/optumpay)

## Your provider account manager

Each practice in our network is supported by a dedicated provider account manager who is your go-to resource. To connect with your account manager, login through [optumproportal.com/home](https://optumproportal.com/home)

## Optum Care service center

### Hours of operation:

Monday–Saturday: 8:00am–9:00pm ET

**Phone:** 1-865-566-3361

**Website:** Login through [optumproportal.com/home](https://optumproportal.com/home)

## Prior Authorizations

Prior authorization and admission notification are required for certain services based on the patient's benefit plan.

### Requesting prior authorization:

Prior authorizations should be submitted electronically online.

**Online:** Login through [optumproportal.com/home](https://optumproportal.com/home)

Only if online is not an option:

**Phone:** 1-866-566-4715

### Fax:

New Auth (General): 1-855-248-4063

Part B New Auth: 1-855-244-8503

Clinical Submissions for New or Existing Auth: 1-877-940-3604

## Hospital admission notification

Notify Optum Care Network of hospital admissions no later than 24 hours after admission and 24 hours post discharge. Notifications should be submitted electronically online.

**Online:** Login through [optumproportal.com/home](https://optumproportal.com/home)

Only if online is not an option:

**Phone:** 1-866-566-4715

**Fax for inpatient notification and clinical submissions:** 1-844-700-5131

## Credentialing and provider updates

### Provider request for credentialing

Providers requesting participation with Optum Care Network should contact their local network manager. Please ensure that your provider CAQH

account is up to date to prevent delays in credentialing.

### Physician and provider updates

To make NPI, TIN, or provider demographic updates, providers will need to contact the health plans they are contracted with to fill out and submit the appropriate form(s).

## Member eligibility

Optum has a contract with AARP® Medicare Advantage insured through UnitedHealthcare® in Indiana.

**Online:** [uhcprovider.com/eligibility](https://uhcprovider.com/eligibility)

## UHC Member Benefits

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

**Phone:** 1-800-866-1086 TTY 711

## UHC Vision

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

**Phone:** 1-866-644-3414

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

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

**Phone:** 1-800-573-4575

## Optum Behavioral Health or substance abuse

**Phone:** 1-800-985-2596 TTY 7

## Non-emergency transportation for the following plans ONLY

**Phone:** 1-866-418-9812

- HMO 2802-010 Central
- HMO 2802-012 Evansville
- HMO 2802-018 Northwest
- HMO 2802-007 Ft Wayne Profile

Please see sample ID cards on the following pages.

# Optum Care Network–Indiana

## UnitedHealthcare plan ID Cards

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

These member ID cards are samples for illustration only; actual information varies depending on payer, plan, and other requirements

## AARP Medicare Advantage UnitedHealthcare

**UnitedHealthcare**
**UCard™**


AARP Medicare Advantage Choice Plan 1 (PPO)  
with Dental

**John A Sample**

Member Number  
123456789-00

RxBIN	RxPCN	RxGRP
610097	9999	COS

Group Number: 67026 H2228-021-000




PCP: Dr. Jane Sample

PCP: 555-555-5555

Optum Care Network

Copay: PCP \$XX Specialist \$XX



**For Members:** myAARPMedicare.com

Printed Date: 99/99/20XX

**Customer Service:** 1-888-8888-8888, TTY 711

Plan Year: 20XX

For Providers: Optum.com

Provider Service: 1-866-565-3361

Provider Authorization: 1-866-565-3361

Dental Providers: uhcdental.com 1-888-888-8888

Medicare limiting charges apply.

Payer ID: LIFE1

Medical Claim Address: P.O. Box 30781, Salt Lake City, UT 84130-0781

Pharmacy Claims: OptumRX P.O. Box 99999, City Name, ST 99999-9999

For Pharmacists: 1-888-888-8888




Card #: 9999 9999 9999 99999

Security Code: 9999

