



Welcome to Optum Care Network of Washington

Optum Care Network of Washington is an Independent Physician Association with a local management team. This quick reference guide provides an overview of the key information you will need to care for Optum patients. You may also view the full Washington Provider Manual on our website at: <https://www.optumcare.com/state-networks/locations/washington.html>

Your Network Engagement Team

The Network Engagement team, together with their network medical director partner, work to help you succeed in 5-Star quality, patient experience, risk adjustment, care management, affordability, and growth. Contact at engagementteam@optumpnw.com

Submitting a Claim

For electronic submissions, use payer ID: LIFE1 via Optum 360 clearinghouse or clearing house of your choice. You can view the status of claims on the Optum Care Provider Center, our online provider portal.

OneHealthPort users will have access to the Optum Care Provider Center within OneHealthPort via <https://onehealthport.com>.

For paper submissions, send to the following:
Attention: Optum Care Network
P.O. Box 30788
Salt Lake City, UT 84130-0788

Electronic Funds Transfer (EFT)

Optum Care Network works exclusively with InstaMed as our free payer payments solution for providers.

Please register for free ERA/EFT:
Online: Visit instamed.com/eraeft
Call: 1-866-945-7990

Website

Use our website to sign in to the Optum Care Provider Center, a tool that gives 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.

OneHealthPort users will have access to the Optum Care Provider Center within OneHealthPort.

For all other users, Optum Care Provider Center can be accessed via professionals.optumcare.com/portal-login

Specialists and Facilities

For a complete directory of Optum Care Network specialists and facilities, please contact our service center or use the provider lookup tool on our website: OCNProvider.com/Washington

Optum Care Network Service Center

The customer service team is available to assist Monday-Friday, 8 a.m. - 5 p.m., PT. at 1-877-836-6806 or optumcare-servicecenter_pnw@optum.com. You may also fax inquiries to 1-888-205-1128.

Referrals

Prior authorizations are not required as long as the referred to and referred from provider is contracted with the patient's health plan.

If your patient requires a specialist or facility that is not within the OCN Network, then we recommend that the specialist/facility is contracted with the patient's health plan. If the specialist/facility is not contracted with the plan, prior authorization is required. An authorization request form can be found on the Optum Care Provider Center and submitted online (via our website or OneHealthPort) or faxed to 1-855-402-1684.

In-Network (Office Visits) (OCN or Plan contracted):

OCN PCP to OCN or Plan contracted specialist referrals for office visits do **not** require precertification

OCN or Plan contracted specialist to OCN or Plan contracted specialist do **not** require precertification

Prior Authorizations

	Servicing Provider: OCN Contracted/ Plan Contracted	Servicing Provider: Non-Contracted/Non-Par
	(Provider is contracted with OCN or the health plan)	(Provider is not contracted with OCN or the health plan)
UnitedHealthcare (Medicare PPO/HMO and Medicaid)	Follow UHC PA Guidelines UHC PA List Applies	All services provided by non-contracted providers require prior authorization (except for emergencies, urgently needed services when the network is not available, and dialysis).
Premera	Follow Premera PA Guidelines Premera PA List Applies	
Humana	Follow Humana PA Guidelines Humana PA list applies	

Prior authorizations can be submitted online through OneHealthPort.com – click on Optum.

Medical Management

Optum Care Network medical management programs provide high touch telephonic care coordination within hospitals, skilled nursing facilities (SNFs), and patients' homes. These programs work in collaboration with the patient, the family/support system, providers and key stakeholders to coordinate discharge, healthcare services, community resources and referrals to the appropriate next level of care.

Medical Management Request Process

To refer patients to Optum Care Network medical management programs, call 1-253-627-4113 or complete a referral form, attached, and fax to 1-253-627-4708.

Medical Management Services

Patients may be enrolled into medical management programs through several pathways. Optum Care Network utilizes risk stratification algorithms to identify patients and may invite patients to enroll post-acute stay or after diagnoses of certain conditions. Providers may also request medical management services for their patients. Optum Care Network will coordinate closely with providers for any patients enrolled into medical management programs.

Case Management (General and Complex)

- Dedicated nurse case manager
- In-person and telephonic support
- Health goal development
- Disease management education and medication review
- Post-discharge follow-up
- Licensed social workers can assist patients with financial resources, housing, transportation, placement and meal assistance

Transition to Home Visits

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

Patient Care Resources

The following resources are available to support patient care for patients who are enrolled in a participating health plan. Contact your practice advocate for more information.

Remote Patient Monitoring

Vivify is a remote patient monitoring phone and device app that monitors patient symptoms and biometrics related to particular disease states or care processes. Patients enroll and are monitored by a centralized team of nurses. Patients are able to request immediate communication 24/7 with their nurse monitor via secure text, telephone or video chats.

Mobile Urgent Care Visit

DispatchHealth is a mobile acute care service that offers same day appointments for patients with the goal of preventing unnecessary visits to the emergency room and reducing avoidable hospital admissions and readmissions. Consider DispatchHealth for patients with an acute, not immediately life-threatening medical need who:

- Are unwilling or unable to come in
- Have difficulty with transportation
- May not come in otherwise

Snohomish County Direct Line: 1-425-372-5441 Pierce County

Direct Line: 1-253-666-9459

For more information: dispatchhealth.com

Optum Outreach Support

The Optum Outreach team supports practices in making outbound calls to schedule visits for Medicare Advantage patients who need to be seen. We offer concierge technical support for patients and robust reporting for providers.

Optum House Calls

Optum offers virtual or in-home assessments to capture chronic conditions and quality care gaps. There is no cost to the patient or provider. These visits supplement the annual wellness visit and care by the provider.

Participating Plans

Example ID cards

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

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United Healthcare MA-HMO



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