

Welcome to OptumCare™ Network in Utah

OptumCare Network in Utah is an organization that has a history of improving quality of care, clinical outcomes, and member satisfaction through collaboration with the care delivery system. OptumCare has local provider support services and offers innovative value-based arrangements that align incentives with improved outcomes.

Eligibility

OptumCare Network has a contract with AARP® insured through UnitedHealthcare® in northern Utah in the following counties:

- Salt Lake
- Davis
- Box Elder
- Cache
- Morgan
- Summit
- Tooele
- Utah
- Wasatch
- Weber

If a member has coverage through an AARP MedicareComplete health plan, they are automatically a member in the network and can take advantage of what OptumCare Network in Utah has to offer.

Participating plans



Referrals

Refer to optumcare.com > [Browse OptumCare Locations > Utah > Lookup Tool for Utah](#) for a complete provider directory with eligible specialists. The primary care physician is responsible for coordinating all referrals. No written referral is required.

Submitting a claim

Follow these guidelines when submitting a claim through OptumCare for claims with a date of service 1/1/15 and later.

For electronic submissions, use payer ID: LIFE1

For paper submissions, use:
OptumCare Claims
PO Box 46770
Las Vegas, NV 89114

Please send claims with a date of service prior to 1/1/15 to UnitedHealthcare.

Electronic Fund Transfer (EFT)

Optum offers EFT through ePayment. This can drastically reduce expense, shorten the reimbursement cycle, and streamline workflow. We work with Change Healthcare (formerly Emdeon) to provide payer remittance data electronically. You may call Change Healthcare at 1-866-506-2830 and select option 1 or sign up online by visiting emdeon.com/eft
Client Number: 3059

Contact information

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

OptumCare address:

2525 Lake Park Boulevard, West Valley City, UT 84120

Note: Do not submit claims to this address. Please use the address under "submitting a claim."

OptumCare website:

Use our website to log into the OptumCare Provider Portal - a tool giving you access to eligibility, submitting and viewing prior authorizations and claims information in real time. You'll also find our referral lookup tool, important forms, and many other resources online at optumcare.com

OptumCare Service Center:

For date of service 1/1/15 and later, our OptumCare Service Advocates are available to answer questions on topics such as provider search, claims, prior authorizations, eligibility, and more.

Phone: 1-877-370-2845

Hours of operation: Monday-Saturday, 8 a.m.-8 p.m.

Or you can contact the OptumCare Service Center through secure e-mail on the OptumCare Provider Portal at optumcare.com

For service issues prior to date of service 1/1/15, please call UnitedHealthcare at 1-877-842-3210.

Behavioral Health:

Optum Behavioral Health
Phone: 1-800-579-5222

Prior authorizations / admission notification and referrals

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

Referrals are required for AARP MedicareComplete Plan 2 only.

For more details, please visit the OptumCare website:
optumcare.com > [Browse OptumCare Locations](#) > [Utah](#) > [Provider Resources](#)

Listed below are numbers you may need to call to request prior authorization:

Urgent and routine prior authorization / Referrals and admission notification:

Phone: 1-877-370-2845

Fax: 1-888-992-2809

Online: optumcare.com > [Browse OptumCare Locations](#) > [Utah](#) > [Provider Resources](#)

Rx prior authorization:

For UnitedHealthcare patients:

Phone: 1-800-711-4555

Fax: 1-800-527-0531

Online: optumrx.com > [Health Care Professional](#) > [Prior Authorizations](#)

UnitedHealthcare Plan ID Card

The below cards represent the plans OptumCare manages under UHC Medicare Advantage. You can confirm the plan is managed by OptumCare 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
5. Provider services toll-free number
6. Medical claims address
7. UHC Medicare assigned H contract number
8. Referral Required Indicator

Card #1

1 -AARP MedicareComplete
Member through UnitedHealthcare

Health Plan (80840): **911-87726-04**

Member ID: 999999999-99 Group Number: [Redacted]

Member: **SUBSCRIBER BROWN**

2 Payer ID: LIFE1

3 **MedicareRx**
Prescription Drug Coverage

RxBin: 610097
 RxPCN: 9999
 RxGrp: COS

PCP Name: **PROVIDER BROWN**
 PCP Phone: (999) 999-9999

Copay: PCP/ Spec/ ER
 \$5/ \$40/ \$65

4 [Redacted] **Optum Medical Network** 3

7 H4604 PBP# [Redacted]

Customer Service Hours: 8 a.m. - 8 p.m. local time, 7 days a week

For Members
 Website: www.myAARPMedicare.com
 Customer Service: 1-800-643-4845 TTY 711
 NurseLine: 1-877-365-7949 TTY 711
 Behavioral Health: 1-800-985-2596 TTY 711
 Provider UM: 1-877-370-2845

6 **For Providers** www.optummedicalnetwork.com 1-877-370-2845
 Medical Claim Address: P.O. Box 46770 Las Vegas, NV 89114

Medicare Solutions UHC **OPTUM**
Medical Network

Pharmacy Claims OptumRx PO Box 29045, Hot Springs, AR 71903
 For Pharmacists 1-877-889-6510

Card #2 (Referrals required)

1 -AARP MedicareComplete
Member through UnitedHealthcare

Health Plan (80840): **911-87726-04**

Member ID: 999999999-99 Group Number: [Redacted]

Member: **SUBSCRIBER BROWN**

2 Payer ID: LIFE1

3 **MedicareRx**
Prescription Drug Coverage

RxBin: 610097
 RxPCN: 9999
 RxGrp: COS

PCP Name: **PROVIDER BROWN**
 PCP Phone: (999) 999-9999

Copay: PCP/ Spec/ ER
 \$10/ \$50/ \$65

4 [Redacted] **Optum Medical Network** 3

7 H4604 PBP# [Redacted]

Customer Service Hours: 8 a.m. - 8 p.m. local time, 7 days a week

For Members
 Website: www.myAARPMedicare.com
 Customer Service: 1-800-643-4845 TTY 711
 NurseLine: 1-877-365-7949 TTY 711
 Behavioral Health: 1-800-985-2596 TTY 711
 Provider UM: 1-877-370-2845

6 **For Providers** www.optummedicalnetwork.com 1-877-370-2845
 Medical Claim Address: P.O. Box 46770 Las Vegas, NV 89114

Medicare Solutions UHC **OPTUM**
Medical Network

Pharmacy Claims OptumRx PO Box 29045, Hot Springs, AR 71903
 For Pharmacists 1-877-889-6510

8 **Referral Required**

Card #3

1 UnitedHealthcare Medicare Solutions
Member through UnitedHealthcare

Health Plan (80840): **911-87726-04**

Member ID: 999999999-99 Group Number: [Redacted]

Member: **SUBSCRIBER BROWN**

2 Payer ID: KENNECOTT RETIREE VEBA

3 **MedicareRx**
Prescription Drug Coverage

RxBin: 610097
 RxPCN: 9999
 RxGrp: COS

PCP Name: **PROVIDER BROWN**
 PCP Phone: (999) 999-9999

Copay: PCP \$10 Spec \$15 ER \$50

4 [Redacted] **Optum Medical Network** 3

7 H4604 PBP# [Redacted]

Customer Service Hours: Monday - Friday 8:00 a.m. to 8:00 p.m.

For Members
 Website: www.UHCRetiree.com
 Customer Service: 1-800-457-8506 TTY 711
 NurseLine: 1-877-365-7949 TTY 711
 Behavioral Health: 1-800-985-2596 TTY 711
 Provider UM: 1-877-370-2845

6 **For Providers** www.optummedicalnetwork.com 1-877-370-2845
 Medical Claim Address: P.O. Box 46770 Las Vegas, NV 89114

Medicare Solutions UHC **OPTUM**
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Pharmacy Claims OptumRx PO Box 29045, Hot Springs, AR 71903
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Optum™ Medical Network has changed its name to OptumCare™ Network. The name change signifies better connections, technology and data available across our care delivery organization, enabling care providers to focus more of their time keeping our patients healthier and feeling their best.